

Patient information sheet



Appointments

Please call 9484 1552 for an appointment. Bookings can also be made online at beecroftgeneralpractice.com.au or healthengine.com.au.

Walk in appointments may be available, however priority will be given to those with appointments. Emergency appointments will be seen as soon as possible.

Please note that our normal appointments are 15 mins duration. Longer appointments are available for more complicated matters, procedures or if more than one person need to see the doctor. Please inform our receptionists at time of booking.

Appointments are required for prescriptions or referrals to ensure that all aspects of your health are taken into consideration.

Services provided

- Family medicine
- Emergency Medicine
- Integrative medicine
- Mental Health
- Musculoskeletal and sports injuries
- Women's health and Pap smears
- Family planning and contraception
- GP Shared Antenatal care
- Baby checks and childhood immunisations
- Skin cancer checks
- Minor procedures
- Pre-employment and insurance medicals
- Workcover
- Travel medicine
- Health checks and chronic disease management

General Practitioners

- Dr Barbara Adams
- Dr Paul Beecham
- Dr Vandana Daya
- Dr Roland Machado
- Dr Disha Nanayakkara
- Dr John D'Arcy O'Donnell
- Dr Shana Pathmathevan
- Dr Stella Tang

Registered Nurses

- Erin Byrne Clinical Coordinator & QI RN
- Donna Jack RN
- Caryn Love RN
- Wendy Liu RN
- Jenny Shin RN

Specialists

- Dr Arvind Iyer - Cardiologist
- Dr Sanjeev Golani - General and Colorectal Surgeon
- Dr Stephen Parker - Oral Surgeon
- Dr Prathibha Aprameyan – Rehabilitation Specialist

Allied health

- Clinical Psychologist
- Dietitian
- Physiotherapist

Surgery hours

Monday: 7:30am to 6:00pm

Tuesday: 7:30am to 6:00pm

Wednesday: 7:30am to 6:00pm

Thursday: 7:30am to 6:00pm

Friday: 7:30am to 6:00pm

Saturday: 8:00am to 2:00pm
Sunday and Public Holidays: Closed

29/08/2019

Fees

A schedule of fees is available at reception. All concession card holders, DVA patients, children under 16 years of age are bulk billed.

You are requested to settle your account at the end of your consultation – we accept cash, credit card and EFTPOS. We are able to process your Medicare claim allowing you to receive your rebate immediately (provided your details are registered with Medicare).

Missed appointments

As a courtesy to the doctor and other patients, please provide as much notice as possible (minimum of 2 hours) if you are unable to keep your appointment. Missed appointments may result in a fee.

Test results

Please allow several days for routine pathology results to be processed. Urgent tests are usually available within 24 hours.

Our practice policy is that we do not provide medical information (including pathology and radiology results) over the phone or by email in order to protect your privacy.

Accordingly, we encourage you to make a follow up appointment to discuss your results with your doctor.

Recall system

This practice follows a recall system for urgent or abnormal results. Our reception staff will contact you to make an appointment to see the doctor. If your results are urgent the doctor will contact you.

We do encourage you to make an appointment to discuss your results and plan further treatment with your doctor.

Our practice is committed to preventative healthcare. Please inform our staff if you do not wish to be involved in our reminder system.

Communication policy

As a courtesy to our patients, we try not to interrupt the doctor while in a consultation.

Should you need to speak with a doctor, staff will take a message and pass it onto the doctor. Due to the demands on the doctors' time, the only way we can guarantee a response is for you to make an appointment.

Privacy and management of your personal health information

Your medical records are private and confidential and we are committed to maintaining your privacy at all times. Accordingly, your medical records are password protected and only available to authorised members of staff.

All pathology and radiology results are transmitted to the Practice via secure electronic messaging and are automatically integrated into your health record.

All information is managed in accordance with the *13 National Privacy Principles of the Privacy Act 1988*, available at www.oaic.gov.au or www.privacy.gov.au/health/

Patient feedback

Becroft General Practice is serious about the quality of our service and our continuing improvement. Feedback is welcome in any form.

Please feel free to talk to your doctor, nurse or our Practice Manager. You may prefer to use our '*Suggestions Box*'.

We take your concerns, suggestions and complaints seriously. We believe that problems are best dealt within the practice, however, if you wish to take the matter further and lodge a formal complaint, you could contact: *Health Care Complaints Commission*, Locked Mail Bag 18, Strawberry Hills NSW 2012, 1800 043 159.

Becroft General Practice

Shop 8A, Becroft Village Arcade
6-8 Hannah Street, Becroft NSW 2119

Ph 02 9484 1552

Fax 02 9484 6201

After Hours Home Doctor Service

13 7425 (13 SICK)