

Kanwal Village Medical Centre

Shop 1, Kanwal Village Shopping Centre 258 Wallarah Rd., Kanwal NSW 2259

Tel: (02) 4393 6660 Fax: (02) 4393 6615

Email: KVMC.@live.com.au

www.kanwalvillagemedicalcentre.com.au

PATIENT INFORMATION SHEET

Doctor:

Dr Mariusz Gorniak MBBS FRACGP DCH

Dr Lelica Ignat MD FRACGP

Dr Jason Han MBBS FRACGP DCH

Dr Salim Nachar MBBS FRACGP

Dr Sophia Umer MBBS

Staff:

Practice Manager: Natalie

Office Manager: Jo

Reception: Emily, Shayne, Sam

Nurse: Donna, Colleen

Opening Hours:

Monday to Friday 8:00am – 5.30pm

Saturdays 9.00am – 12.00noon

After Hours Care:

Please phone (02) 4367 3699

The Bridges GP After Hours Service located at the Erina Community Health Centre, 169 The Entrance Rd, Erina. Please note an extra charge may apply.

In a Medical Emergency Phone 000

Appointments:

Consultations are normally made by appointment only.

Urgent cases will be seen on the day.

Long Appointments: are available. Please let the receptionist know if you would like to book a long appointment.

Home Visits – are available for patients within the immediate township who are unable to move from their homes. These are at the Doctors discretion. Home Visits are not covered under Medicare and will be privately billed.

Despite our best intentions, we sometimes run late! This is because someone has needed unexpected urgent medical attention. Be assured, when it comes to your turn, the Doctor will give your problem the time it deserves.

Range of Services

As well as routine consultations the following services are available:

Minor Surgical Procedures	Antenatal Care
Men's Health	Women's Health
Lung Function Tests	Management Plan
Family Planning	Insurance Medicals
Licence and Employer Medicals	Diabetes Management
Travel Vaccines	
Medicines Review Podiatry	
Health Assessments for over 75's	
Child & Adult Immunisation	
Pathology	

Cost of Referred Services:

At times the doctor may need to refer you for further investigation or a consultation with a Specialist or Health Professional which incur cost for treatments and investigation that they provide. It is up to the individual to meet these costs

Collection of Results:

Most tests take a few days to be returned to the Doctor. It is recommended that patients make an appointment to discuss their results with the Doctor in person. No results will be given over the phone.

Telephoning your Doctor

The Doctor in this practice may be contacted by phone during normal surgery hours. If the Doctor is with a patient a message will be taken and your call returned as soon as possible. If your call is urgent you will always be put straight through to the doctor.

Fees

This practice offers bulk billing to our patients including holders of Veterans Affairs Card, Healthcare card, Pension card and Children under 16 years old, however, some consulting doctors may wish to privately bill their patients. E.g. General consultation \$55.00, Long consultation \$90.00. Items that are not covered under Medicare we will privately bill. These services not covered include Work Cover, Third Party Claims and Employment Medicals.

(Please refer to our Fee Statement located on the Reception desk.)

Reminders System:

The practice offers a FREE service to all patients to promote a continuing quality of care. Our modern computerised medical system enables us to place a reminder into your medical record. If you would like this service, please speak to your Doctor during your consultation. Reminders can be for various procedures including follow up blood tests, reviews and vaccinations and will allow our staff to contact you in time to make an appointment.

If you do not wish to take part in our reminder system or registers please notify your doctor.

Your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the ten National Privacy Principles available at

<http://www.privacy.gov.au/health/index.html>

Freedom of Information:

You have the right to access your medical record under the Freedom of Information Act 1988. You may ask for copies or come and view your health record in person.

Please speak to our staff member if you would like an application form for 'Access to Personal Health Information'.

Patient Feedback:

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor, Practice Manager or the staff. You may prefer to write to us or use our Suggestion Box at the Reception Desk. We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies. Complaints can also be registered with the Health Care Complaints Commissioner, Locked Bag 18, Strawberry Hills 2012 NSW.

Interpreting Service: Translating and Interpreting Service is available

The receptionist staff will be able to assist you if you require our translating service and you should ask the specialist about the exact cost involved when making the appointment.