

# Kanwal Village Medical Centre

Suite C34, Kanwal Medical Complex, 654 Pacific Highway, Hamlyn Terrace 2259

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

After Hours Tel: 0490 525 067

Email: admin@kanwalvillagemedical.com.au

Website: www.kanwalvillagemedical.com.au

## **Patient Information Sheet**

### **Doctor:**

Dr Mariusz Gorniak Dr Raha Jerseh

Dr Sophia Umer

Dr Cong Huynh

**Practice Manager:** Emily Austin

**Staff:** Sarah and Brooke

**Nurse:** Megan and Delyce

### **Opening Hours:**

Monday to Friday 8.00 am – 5.30pm

Saturday 8.00am – 12.00pm

### **After Hours Care:**

After hours phone number: **0490 525 067**

After hours service is available to registered patients of this practice. We have a triage method that allows patients to speak to our General Practitioners. They have remote access to the medical database to assist in triaging your call.

### **In a Medical Emergency Phone 000**

If a home visit is required, they are not covered under Medicare and will be privately billed.

### **Appointments:**

Consultations are 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 help you with the time it deserves.*

### **Range of Services**

### **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. No results will be given through email.

### **Communicating with your Doctor**

The Doctors in this practice may be contacted by phone, email or through our website, during normal surgery hours. Please note our email system is not encrypted and is not a secure form of communication. If the Doctor is with a patient, your message or email will be passed onto the doctor and the doctor or another team member will return your message as soon as possible.

### **Fees**

This practice offers bulk billing to our patients who hold a Veterans Affairs Card and children under 16years (except Saturdays). General consultation \$85.00, Long consultation \$130.00. We do have discounted priced for pensioners and concession card holders. Items that are not covered under Medicare we will privately billed for all patients. The services not covered include Work Cover, Third Party Claims, Employment Medicals & some Insurance forms.

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

### **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 our reception staff.

### **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

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**As well as routine consultations the following services are available:**

Minor Surgical Procedures  
Antenatal Care  
Men's Health  
Lung Function Tests  
Management Plan  
Family Planning  
Insurance Medicals  
Licence and Employer Medicals  
Diabetes Management  
Travel Vaccines  
Aboriginal Health Assessments  
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.

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 for a fee or come and view your health record in person. We have a privacy policy available on our website or from reception on request.

**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 via email, please use [manager@kanwalvillagemedical.com.au](mailto:manager@kanwalvillagemedical.com.au)

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.

Phone: (02) 9219 7444.

<http://www.privacy.gov.au/complaints>

**Interpreting Service: Translating and Interpreting Service is available**

The receptionist staff will be able to assist you if you require our translating service.

**Practice Information Updates**

All practice information on this sheet is reviewed regularly and updated as needed.

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