

FAMILY MEDICAL PRACTITIONERS:

All of our general practitioners are committed to providing you with comprehensive and continuous care for you and your family.

Male:

Dr Jonathan Phan Dr David Ritchie

Dr Ryan Vo

Female:

Dr Tania Chin Dr Helena Berenson

Dr Claudia Lin

ALLIED HEALTH PRACTITIONERS:

We are pleased to have the following allied practitioners working with us in the medical centre. These services are accessed by appointment only.

Petroula Quinn Psychologist

Michelle Nearchou Dietitian

Jacqueline Sleep Podiatrist

Glenn Fairweather Exercise Physiologist

Chloe Hornes Dietitian

In certain circumstances you may be eligible to be bulk billed for some of these services – please discuss this with your doctor.

PERSONAL HEALTH INFORMATION:

Patient information collected by this Centre is accessible only by medical and allied practitioners and will not be released to third parties without your consent. Please refer to our privacy statement for more information.

PATIENT FEEDBACK:

We take pride in the services we offer and welcome any comments. There is a suggestion box in the waiting room for this purpose. Please feel free to discuss any concerns you may have with your doctor or with our Practice Manager. There is also a suggestion box in the waiting room for this purpose.

More serious complaints may be directed to the Medical Practitioners Board Phone: (03) 9655 0500 or the Health Complaints Commissioner: Locked Bag 18, Strawberry Hills, NSW 2012. Phone: (02) 9219 7444.

We invite you to join us on facebook to keep updated with our latest news and provide feedback on your experiences with us.
<http://facebook.com/haroldparkmedicalcentre>

PRACTICE STAFF:

Practice Manager

James

Practice Nurses

Cathy

Reception Team

Cathy, Henry, Kate & Brittany



Harold Park Medical Centre proudly commenced practice in October 2016. We are passionate about providing quality medical care to individuals and families within the local community.

Our vision is to provide quality holistic healthcare that is accessible to all. Subsequently, we have a wide range of medical and allied health services available.

Please take the time to read this information sheet to familiarise yourself with the comprehensive services provided at Harold Park Medical Centre. This information sheet contains all the important information about our practice, so that it will help you make your visit to your doctor quicker, easier, and more beneficial to your health.

BULK BILLING AVAILABLE*
Call (02) 9056 8888

Opening Hours:

Monday - Friday: 8am –6:00pm
Saturday: 9am - 1pm
Sunday: 9am - 1pm

12B 1 Dalgal Way, Forest Lodge, NSW 2037

To book an appointment online go to:
www.haroldparkmedicalcentre.com.au

*Conditions apply
WALK-INS, WEEKEND AND PUBLIC HOLIDAY CONSULTATIONS
PRIVATELY BILLED
Please enquire at reception

SERVICES:

We offer a comprehensive general practice, including the following services:

- ✓ Preventative health checks
- ✓ Family planning advice
- ✓ Counselling
- ✓ Travel medicine
- ✓ Women's health
- ✓ Men's health
- ✓ Immunisations
- ✓ Pre-employment medicals
- ✓ Ante-natal shared care
- ✓ Workers Compensation
- ✓ Insurance Medicals
- ✓ Chronic Disease Management
- ✓ Skin Checks

APPOINTMENTS:

Appointments are recommended to see your preferred doctor. However, patients are also seen on an as-you-arrive basis. A standard consultation is 15 minutes. Doctors can generally deal with one matter in this time.

We can provide you with long consultations if required. Please advise our receptionists if you would like an extended consultation.

BULK BILLING POLICY:

Patients with a valid Medicare card will be bulk billed for their booked consultation with a bulk billing doctor Monday to Friday 8am to 6pm. Any consultations requiring additional services may be charged a procedural fee.

Your doctor will explain any additional costs to you and obtain your consent prior to any treatment received.

Private fees apply for all weekend and public holiday consultations. Expected out of pocket expenses will range from \$40 - \$60 for valid Medicare card holders depending on consultation length.

PRIVATE PATIENTS:

Patients without a valid Medicare card will be charged the following for a standard consultation:

Monday to Friday: \$78 - \$160
Saturday (after 1pm) and Sunday: \$90 - \$210
Public holidays: \$90- \$210

A full price list for consultations, common procedures, and vaccines is available at reception.

Child Friendly Policy:

All children who are under the age of 16 will be bulk billed with an appointment. Children requiring immediate medical attention may be bulk billed as a walk-in patient, at the staff's discretion. Please enquire at reception. Weekend policy still applies for bookings.

CANCELLATION, NON-ATTENDANCE & REFUND FEES:

If you are unable to attend your appointment, please advise the reception team as soon as possible.

- We require at least two hours' notice for cancelling any GP appointments, and at least 48 hours' notice for Allied Health & Psychology appointments.

Cancellations in less than the required notice period will be subject to a cancellation fee.

- Non-Attendance/Cancellation Fee for GP \$20
- Allied Health \$52.95
- Psychologist cancellation fee - <24 hours notice = \$50

Administration and processing fee of \$2 applies for any refunds

AFTER HOURS:

The centre is open until 6pm Monday – Friday, Saturday and Sundays 9 - 1pm
If you require after hours medical assistance of a non-urgent nature please call National Home Doctor Service on 13 7425. In case of a medical emergency outside our hours of operation please call 000.

PATHOLOGY COLLECTION:

For your convenience, there is an on-site pathology collection service for blood and other specimen collections.

Monday to Friday: 8am - 1pm

RECALLS:

We routinely send recall and reminder letters to patients regarding further consultations and assessments. Patients also have access to the diabetic register, pap screening register, bowel screening register, health assessments and management of chronic diseases.

Once registered, patients are routinely recalled. You may advise your doctor if you object to being included in reminder systems or registers.

TELEPHONE CONTACT WITH DOCTORS:

Please be aware that the doctors do not do phone consultations. However, for emergency telephone calls, they are always put through to the GP or nurse immediately.

It is recommended that you make an appointment to discuss health issues with your doctor. If you have a non-urgent matter you may also leave a message with reception.

EMAIL CONTACT

Our practice email address is:
info@haroldparkmedicalcentre.com.au

This email is checked daily, you can expect a reply from us within the day. However, if you would like a more urgent response, please call us on (02) 9056 8888.

TEST RESULTS:

Test results will not be given over the telephone. Our doctors request that you attend the centre for your results. This is to allow for the provision of appropriate follow-up care.