



PRACTICE INFORMATION SHEET

Northwest Health Medical Centre

Unit 9, 2-4 Aberdour Avenue, Rouse Hill NSW 2155

Tel: (02) 9678 4488 Fax: (02) 9678 4477 E: info@nwhmc.com.au

W: www.nwhmc.com.au

Practice Opening Hours:

Monday – Friday 8.30 – 8pm

Saturday 9am – 8pm

Sunday 9am- 2pm

If there is an emergency, please contact 000

After hours:

@Home GP Service (Bulk Billed Service)

Ph: 1800 466 347

Monday – Friday 6pm – 10pm

Saturday 1pm – 10pm

Sunday 9am – 2pm

Our Practice:

Northwest Health Medical Centre strives to provide the best health care service to the community, best working environment to staff and provide space for creativity in research and learning.

Northwest Health Medical Centre is owned and managed by GP's. It is a family-oriented practice delivering quality healthcare services for the local community. Our doctors are well experienced with a number of sub-specialty interests.

We are committed to improving the happiness and wellbeing of our patients, integrating current knowledge of curative science with compassion and kindness. We are a young practice with aspirations to be the best medical practice in the Northwest corridor.

Appointments:

Appointments can be made by calling our practice on 02 9678 4488, or you can book online through our website: www.nwhmc.com.au. Our standard appointment length is 15 minutes. If you require a longer appointment or would like to book appointments for more than one member of the family, please advise reception when booking. We accept walk-in appointments, but priority will be given to those patients with pre-booked appointments. We



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make every effort to keep our appointments running on time, but if an urgent situation arises, it will be dealt with as a priority. We thank you in advance for your understanding.

Doctors and Medical team:

Dr Murugabalaji Kandasamy Mohan (Male) – MBBS

Dr Sriram Kumarasiri (Male) – MBBS, FRACGP

Dr Shankar Kumarasiri (Male) – MBBS, DCH, FRACGP

Dr Mohit Sharma (Male) - MBBS, FRACGP, FARGP, MSc

Dr Jayanthini Ganesh – (Female) - MBBS, DCH, FRACGP

Dr Smitha Joshi (Female) – MBBS, FRACGP

Dr Farnaz Tabatabaie Moghadam (Female) - MBBS, FRACGP

Dahlia Wren – Practice Nurse

Marilou Bendian – CDM Nurse

Sharon Aguas – Psychologist

Dr Edmond Nathan – Psychologist

Alhan Ramez – Podiatrist

Sarina Randoja – Dietitian

Reception team

Stacey Ottaway – Practice Manager

Kelly Leech – Receptionist

Katie Whelan – Receptionist

Kiran Chellaney – Receptionist

Shaista Manzoor – Receptionist

Lucy Patterson – Receptionist

Services Available:

-Children's Health/Vaccinations

-Women's Health

-Diabetes Management

-Mental Health Assessment

-Senior's Health

-Work Cover/Workers Compensation

-Asthma Management

-Pre-employment Executive Health Checks



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- Travel Medicine
- Dietitian
- Sports Medicine
- Iron Infusions
- Blood Tests
- Weight Management
- Male and female doctors available
- Vaccinations
- Minor Emergencies

Management of your Personal Health Record:

At Northwest Health Medical Centre, we follow the OAIC Australian Privacy Principles as detailed here: <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles> Any information contained in your health record is confidential and is only available to authorised staff. A copy of our Privacy Policy is located at Reception.

Communication with your doctor:

If you have any patient related questions for your doctor our reception team will be able to book you in for a tele or face to face appointment.

Test results:

Your doctor will advise you of when they expect your test results to arrive back. A member of our practice team will contact you to let you know when they are back, so that you can book an appointment with your doctor to follow up. For patient confidentiality purposes, we do not provide test results over the phone. We may send reminders by SMS regarding your test results and reports – please let Reception know if you wish to opt out of receiving these reminders.

Fees and Billing:

Northwest Health Medical Centre is a **MIXED BILLED** practice for patients with a valid Medicare card. Patients without a Medicare card will be required to pay privately as per the fee schedule below. These private charges will also be applicable for patients requiring certain treatment room procedures such as sutures, dressings and wound repairs – please ask your GP to let you know the cost of the procedure during your consultation



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Private week day billing rates (9am – 8pm):

Type of attendance		Patient Cost
23	Standard consultation (<20min)	\$75
36	Long consultation (<40min)	\$110
44	Prolonged consultation (>40min)	\$145

Private after-hours billing rates: After 8pm Mon-Fri, after 1pm Saturday and all day Sunday

Medicare item #	Type of attendance	Patient Cost
5020	Standard consultation (<20min)	\$85
5040	Long consultation (<40min)	\$120
5060	Prolonged consultation (>40min)	\$155

All Sunday consultations

Medicare item #	Type of attendance	Out-Of-Pocket-Cost	Charge to Patient	Medicare Rebate
5020	Standard consultation (<20min)	\$33.20	\$85	\$51.80
5040	Long consultation (<40min)	\$36.20	\$125	\$88.80



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Please note: Billing is at the instruction and discretion of the GP and is not decided by reception. If payment is an issue, please discuss this privately with your GP at the beginning of your consultation. Reception will be notified at the end of the consultation on what to bill.

Payments

- Full payment of fees is required following your consultation.
- We accept EFTPOS, cash and credit cards. Where a Medicare rebate is payable, we can process this for you using HICAPS at Reception, or we can give you the Medicare form required to claim your rebate back.
- Medicare rebates will vary between weekdays and weekends. Our staff can tell you what rebate is available at the time of your appointment.

****Please note, some of our GP's provide services which are privately billed with no Medicare rebates available****

Translating Services:

Please advise our reception team in advance if you require free interpreting services from the Translating and Interpreting Service (TIS) and we can arrange this for you.

Accreditation:

We have been accredited to the standard required by the Royal Australian College of General Practitioners (RACGP)

This accreditation process demonstrates:

- Respect the rights and needs of our patients.
- Are committed to improving patients' outcomes.
- Have efficient practice systems in place.
- Provide quality communication between patients, doctors and the service.
- Are committed to promoting ongoing education for all medical staff within the practice.



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Feedback and Complaints:

Northwest Health Medical Centre aims to provide you with the best possible healthcare and service at all times. If you have any complaints, feedback or suggestions, please fill out a suggestion form, available in the reception area, or ask to speak to our Practice Manager.

If we are unable to resolve your complaint to your satisfaction, you may wish to contact the NSW Healthcare Complaints Commission:

Locked Mail Bag 18

Strawberry Hills

NSW 2012

Email: hccc@hccc.nsw.gov.au

Tel: 1800 043 159