PRACTICE INFORMATION SHEET

NORTHWEST HEALTH MEDICAL CENTRE

G09 2-4 Aberdour Ave, Rouse Hill NSW 2155

P: 02 9128 3456 F: 02 9128 3457

E: info@nwhmc.com.au W: https://nwhmc.com.au/

PRACTICE HOURS

Monday: 9.00am to 5.00pm

Tuesday: 9.00am to 5.00pm

Wednesday: 9.00am to 5.00pm

Thursday: 9.00am to 8.00pm (extended Hours)

Friday: 9.00am to 5.00pm

Saturday: Closed

Sunday: 9:00am to 2.00pm

Public Holidays: Closed (Subject to change)

For After Hours Please call Sydney Medical Services on 02 8724 6300

If there is an emergency, please call **000**

Northwest Health Medical Centre is a **BULK-BILLING Practice**

At **Northwest Health Medical Centre,** we welcome all patients new and existing, we strive to provide the best health care service to the community, best working environment to staff and provide space for creativity in 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-speciality interests. We are committed to improving the happiness and wellbeing of our patients, integrating current knowledge of curative space with compassion and kindness, we are a young practice with aspirations to be the best practice in the hub of Rouse Hill and surrounding suburbs.

APPOINTMENTS

Appointments can be made by calling our practice on **02 9128 3456,** or you can book online through our website: https://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 make every effort to accommodate your preferred time and GP. However, emergencies do occur, and though every effort is made to keep to appointment times, emergencies will be given priority. Our staff will attempt to contact you if unforeseen delays occur. We thank you in advance for your understanding.

CLINICAL TEAM

GP'S:

Dr Smita Joshi	Dr Sriram Kumarasiri
Dr Thushani Dassanayake	Dr Mohamed Muneer Mohamed Ariff
Dr Enoka Guneratne	Dr Mohit Sharma
Dr Ayeesha Riaz	Dr. Raghu Modur

ALLIED HEALTH'S:

Mrs Sharon Aguas – Psychologist	Mrs Shristy Roy – Dietitian

OUR RN'S:

Ms. Rakshya Pradhan	Mrs. Thanga Nirmala Thirunavukkarasu
Ms. Marilou Bendian	

ADMIN TEAM

OUR MANAGER'S:

Mrs. Asha Kandiban – Practice Manager	Ms Stephanie Hema -Business Development manager

RECEPTION TEAM

Mrs. Diviya Sathyanarayanan	Ms. Sophie Whitton
Mrs. Rachana Anjit	Ms. Nivethiga Vijayaragavan
Ms Roshini Usha Govinda Pillai	Mrs. Raquel Bergmann
Ms. Geethanjali Saravana	

SERVICES AVAILABLE

- Children's Health/ Immunisations
- Senior's Health
- Men's Health
- Women's Heath
- Skin checks
- Diabetes Management
- Asthma Management
- Weight Management
- Mental Health Assessment
- Pre-employment Executive health checks
- Iron Infusion
- Travel medicine
- Vaccinations
- Pathology
- Sports Medicine
- Minor Emergencies
- Work Cover/ Workers compensation
- GPCCMP Care Plans
- Covid Vaccination
- Flu Vaccination
- Healthy Kids Check

CARE OUTSIDE NORMAL HOURS:

While we do not routinely carry out home visits, our doctors will consider requests for home visits/nursing home visits for regular patients of the practice on a case-by-case basis.
Please provide our reception staff with as much information as possible, and they will pass the message on to the doctor on duty to deal with at their discretion.

Please note: these visits will only be carried out:

- When it is deemed safe for our doctors to do so;
- When the patients' condition or circumstances prevent them from travelling to the practice;
- At the discretion of the doctor on duty.

Outside of normal practice hours, please call **Sydney Medical Services on 02 8724 6300,** to book an **afterhours** home visit or visit their website https://www.sydmed.com.au/ for more information. In the event of an emergency, **please dial 000.**

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-17australian-privacy-principles
Any information contained in your health record is confidential and is only available to authorised staff.

We comply with all professional and statutory privacy obligations. All information provided by you to the practice, whether to your GP or staff, is strictly confidential and will not be shared with any third party unless you request it, or sharing it is required by law.

The sharing of your health information with other health professionals will always be discussed with you first. Your information is stored securely, and all staff are trained in the management of health information and confidentiality.

If you wish to access your health information, please discuss this with your doctor. For more, see our privacy policy. A copy of our Privacy Policy is located at Reception and on our website.

CONTACT DETAILS

Maintaining up-to-date contact information is essential: please let us know of any changes to your contact details, including your next of kin in case of an emergency or if we cannot contact you for an urgent matter.

RECALL AND REMINDER SYSTEMS

As appropriate, you will automatically be enrolled in the reminder systems administered through the practice. Please advise reception staff if you would prefer this not to happen.

Recalls will occur when the doctor requests you return for an important or urgent matter.

We send SMS messages to patients to follow up important matters, such as test results.

If you have opted out of receiving these reminders or you do not have a mobile phone, we will contact you about recalls by other means, as we have a duty to follow up important matters.

REMINDERS AND RECALLS:

We send our patients SMS messages about the following:

- Appointment reminders;
- Preventative health reminders; and
- Messages about test results and to follow up other important matters (also known as recalls).

We also send emails to our patients to confirm appointment bookings.

OPTING OUT OF RECALLS AND REMINDERS

If you would like to stop receiving recalls or reminders by SMS, please let our receptionist know so we can update your communication preferences in our system to turn them off.

IF YOU ARE NOT RECEIVING RECALLS AND REMINDERS BUT WOULD LIKE TO

If you are not receiving SMS reminders and/or recalls from us but would like to, please let our receptionist know. We may need to update your phone number or change your communication preferences in our system.

COMMUNICATION WITH YOUR DOCTOR

Our reception team will be happy to take your telephone message and pass it on to the doctor, who will deal with it as soon as they are available to do so. Our doctors can conduct consultations, provide referrals or provide prescriptions over the telephone - you can also come into the practice for a consultation with your doctor. To ensure your privacy, our staff will reply to your requesting and consent email with the results/medical correspondence.

PHONE CALLS:

From time to time your GP or practice nurse may call you to relay urgent medical information. Messages will be passed on to your GP and will be dealt with at their discretion.

TELEPHONE CONSULT:

If you are having a phone consultation, you will just need your mobile or landline phone. It is also important to identify a quiet, private place where you can talk to your GP over the phone. Choose somewhere where there is no background noise.

- Wait for your GP to call you for the consultation. As with appointments in the practice, our GP might be running behind
- Make sure you have your device near you and not on silent mode.
- If you're having a phone consultation, our GP might need to ask you some initial questions to make sure they're talking to the right person.
- Our GP will go through everything covered in your consultation, including any actions you need to take (eg getting a blood test, getting and filling your prescription, making another appointment). Make sure you write these down
- Ask your GP to clarify anything you did not understand during your consultation.
- If you would prefer a paper prescription/reports/referrals, you will need to come in and collect this from our general practice.

GETTING YOUR PRESCRIPTION DURING TELEPHONE CONSULT:

- We cannot send scripts through email as this is not a secure means of communication.
- Our GP can now send your medicine prescriptions to your mobile phone number (SMS) or email address using a 'Escript'
- An electronic prescription is an alternative to a paper prescription. If you choose an electronic prescription, our general practitioner (GP) will send a 'token' to your mobile phone via SMS or to your email. Your token is then scanned by your pharmacy to dispense your electronic prescription. The pharmacy can then access your electronic prescription and dispense your medicine. When using electronic prescriptions, you can still visit any pharmacy you choose.
- For pharmacies that don't utilise an Escript. With your permission and the necessary information, we can fax a paper prescription to the pharmacy so that when you visit, the medications will be dispensed.

BLOOD TEST AND RADIOLOGY REQUESTS DURING TELEPHONE CONSULT:

- If you need a request for a blood test or radiology appointment, our GP can send the request to you by email. You can then contact the pathology or radiology clinic you wish to attend, and ask how you should forward the electronic request to them (via email is preferable).
- If you know which pathology or radiology clinic you will attend while on the phone with your GP, you can ask your GP to send directly to the clinic. You may need to contact the clinic to book an appointment (for radiology). The results will be sent back to our GP as usual.

TEST RESULTS

Our doctor will advise you of when they expect your test results to arrive back. Make sure to book in an appointment to review your test results with your doctor. If your tests or reports reveal any urgent concerns or request a need to follow-up for non-urgent appointments, the receptionist or your doctor will contact you to book in for a consultation. For patient confidentiality purposes, after we provide test results over the phone, our staff will reply to your requesting and consent email with the results. We may send reminders by SMS, phone or letters regarding your test results and reports – please let Reception know if you wish to opt out of receiving these reminders.

NURSE CLINIC

At our clinics we have Registered Nurses working who are available for appointments. Our Nurses offer a variety of services including Health checks, Diabetes and blood sugar check, Immunisations, Dressing change and Wound care, Blood pressure checks, Spirometry, ECG's Baby growth and development. Appointments for our nurses can be made through reception.

APPOINTMENT CANCELLATION & NON-ATTENDANCE POLICY

APPOINTMENT CANCELLATION

- We understand that plans change and appointments need to be rescheduled or cancelled. Wherever possible, we ask that scheduled appointments be cancelled 24 hours before the appointment time.
- Our team of health professionals want to be available for the needs of you and all of our patients. Providing 24 hours' notice allows us to offer your appointment to another patient who may need to see a doctor more urgently.
- When a patient does not show for a scheduled appointment, it means that another patient loses an opportunity to be seen. In an attempt to avoid this, we have a non-attendance policy.

NON-ATTENDANCE POLICY

- With a first appointment non-attendance we ask that you please remind yourself of our non-attendance policy and the potential fee that could occur following a third missed appointment.

- Following a second non-attendance you will be notified that a third missed appointment will result in a fee a $20.00 (weekday) or $40.00 (weekend) fee payable before your next appointment being applied to your account (at the discretion of Management).
- After a third non-attendance the fee will be applied to your account. Once this fee is paid you will then be able to book further appointments with us.

IRON INFUSIONS

WHAT IS AN IRON INFUSION?

An iron infusion is a minor one-hour procedure that involves injecting an iron-containing medicine directly into the bloodstream, in order to circulate and reach the organs that require iron to function normally.

WHY MIGHT YOU NEED AN IRON INFUSION?

Iron Infusions are administered to treat cases of anaemia, and iron deficiency without anaemia. It can be used to rapidly raise and increase iron levels.

HOW TO BOOK AN IRON INFUSION?

To book an iron infusion please call reception on 02 9128 3456. A consultation with a doctor is required prior to booking in your iron infusion. In this consultation your recent blood test results will be discussed, if you are a new patient to the practice, please bring a copy of the most recent blood test results. The doctor will then provide a script for Ferrinject which can be purchased from the chemist of your choice. Iron infusions cannot be booked online.

IRON INFUSIONS INFO SHEET

Cost: Initial $230 and subsequent (within 3 months) $170 with no rebate

How do I claim my Medicare Rebate? for payments made using cheque or savings account, our receptionists can process your Medicare rebate using HI Caps, and the rebate will be instantly refunded to your account from Medicare. For all other payment methods, you will need to submit a claim to Medicare directly

General Information:

You **MUST BE OVER 14 YEARS OF AGE.**

You must let us know if you are pregnant so the correct infusion brand script is given to you.

Your doctor may ask you about any medications or supplements you are taking, as some may interfere with iron absorption.

Preparation for your appointment:

Your GP will give you a script for Ferinject or Monofer

If you are new to our practice, you must bring your latest blood test results with you. Results should be at least 4 to 6 weeks old

You must buy Ferinject/Monofer PRIOR to your appointment to avoid delays with the nurse and GP

Make sure you bring Ferinject/Monofer with you to your appointment

Do not arrive late or you will need to re-schedule your appt to another day.

On the day of your appointment:

1. Arrive to the practice 10 minutes prior to your scheduled appt to complete your consent form and new patient registration form (if you are new to our practice)
2. Take an antihistamine (e.g. Claratyne, Telfast, Zyrtec) at least **1 HOUR PRIOR TO YOUR APPOINTMENT**
3. Drink plenty of water (minimum 4 glasses of water) so finding a vein for the infusion make it easier.
4. Do not fast

Post Infusion

We will ask you to wait for 30mins after your infusion to ensure there are no adverse reactions eg: rash. If you are well, you will be discharge to go home immediately.

FEES AND CHARGES

Northwest Health Medical Centre is a BULK-BILLED practice

Patients without a Medicare card will be required to pay privately as per the fee schedule below :

Private Day Billing Rates Monday to Friday (8am-8pm)

Medicare Item#	Type of Attendance	Patient Cost weekdays
3	Surgery consultation, Level A	$45
23	Standard Consultation, Level B (<20min)	$80
36	Long Consultation, Level C (>20min)	$125
44	Surgery consultation, Level D (>40min)	$145
91891	Telephone consult	$80

Private After-Hours Billing Rates and rebates: After 8pm Mon –Fri, after 1pm Saturday and all Sunday and public Holidays

Medicare Item#	Type of Attendance	Patient Cost Saturday after 1pm
5020	After hours Surgery consultation, Level B(<20min)	$85
5040	After hours Surgery consultation, Level C(>20min)	$135
5060	After hours Surgery consultation, Level D	$155
91891	Telephone consult	$85

Please note: Billing is at the instruction and discretion of the medical centre Policy and the GP; it's not decided by the reception. Any payment is an issue, please discuss with your GP at the end 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, Credit cards

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

AFTER HOURS APPOINTMENTS

For urgent home visits and bulk-billed after-hours consultations, we recommend:

- **Sydney medical Service Co-Operative Limited – Phone – 1300 HOME- GP- 1300 466 347**
- **Available 6pm – 8am, weekends from 12pm Saturday, Sunday, Public Holiday 24hrs.**
  In the event of an emergency, **please dial 000.**

APPOINTMENT REMINDERS

Our booking system is set up to automatically send you an SMS reminder the day before your appointment, unless you have opted out or do not have a mobile phone.

We ask that you kindly confirm your appointment by replying "YES" to the SMS, or you cancel the appointment by replying "NO".

You can also click on the link in the message to confirm, cancel or change your appointment, or you can call us to do so.

If you have given us your email address, our booking system will also email you an appointment confirmation upon you booking an appointment. You can use the links in the email to opt out of receiving these emails.

PREVENTATIVE HEALTH REMINDERS

We send SMS reminders as part of our practice's commitment to preventative health care.

This includes reminders for annual flu vaccines, scheduled child immunisations, boosters for travel vaccines, health assessments, blood pressure checks, cervical screens and routine tests.

If you have opted out of receiving these reminders or you do not have a mobile phone, you will not receive these reminders. We might try to call you about them, but we generally don't. It is ultimately your responsibility to take preventative steps to look after your own health.

EMAILS

- Privacy legislation limits our ability to send emails containing health information to you or request any information, personal or health related, via email. In some cases, exceptions can be made with your consent.

DRUG PRESCRIPTION POLICY

The doctors do not prescribe drugs of dependence to patients that they are unfamiliar with.

TRANSLATION AND INTERPRETER

Our Practice have multilingual staff, and we welcome patients from all backgrounds and linguistic backgrounds. If you need free interpreting services from the Translating and Interpreting Service (TIS) or hearing-impaired services from AUSLAN, please let our reception team know in advance so that we can make the necessary arrangements.

TIS NATIONAL FREE INTERPRETING SERVICES

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people with limited English language proficiency and for agencies and businesses that need to communicate with their non-English speaking clients.

Private medical practitioners can use the free interpreting service to access interpreting services delivered by TIS National, including:

- immediate phone interpreting
- Automated Telephone Interpreting Service (ATIS)
- pre-booked phone interpreting
- on-site interpreting
- video remote interpreting

TIS National immediate phone interpreting

Phone: 131 450
Hours: 7 days, 24 hours

TIS National Medical Practitioner and Pharmacy Priority Line

Phone: 1300 131 450
Hours: 7 days, 24 hours

Under the free interpreting service, private medical practitioners are defined as general practitioners, nurse practitioners, endorsed midwives, and approved medical specialists.

Private medical practitioners are eligible to access the Free Interpreting Service when delivering services that are:

- Medicare-rebatable
- delivered in private practice
- provided to anyone in Australia who is eligible for Medicare

Practice support staff working with a private medical practitioner registered with TIS National can also access the service using the same client code.

The free interpreting service can be used for delivering health services, including but not limited to:

- arranging appointment times
- undertaking health consultations
- developing health plans
- providing medical test results

Free Interpreting Service extended to support clients who have recently arrived from Ukraine

Service providers with a Free Interpreting Service (FIS) client code can now access the FIS for non-English speaking clients who have recently arrived from Ukraine. Evidence of entitlement to Medicare is not required from these clients.

FEEDBACKS

We always welcome constructive comments or suggestions. Our Staff and Practice Manager are here to help so please do not hesitate to ask for assistance. Due to the unpredictable nature of general practice consultations, the doctors will sometimes be behind schedule. We apologise for any inconvenience this may cause.

Northwest Health Medical Centre is committed to listening and responding to feedback from our patients. This enables us to further improve the quality of services we deliver. If you have any feedback you would like to share with us, please email us at info@nwhmc.com.au
Please note that this process can take up to 30 working days depending on the subject matter of your feedback.

Alternatively, you can phone us on:
02-9128 3456
or write to us at:
Patient Feedback
G09 2-4 Aberdour Ave, Rouse Hill NSW 2155

However, if you are dissatisfied and want to take your concerns further, you may contact the **Health Care Complaint Commissions by writing to Locked Bag 18, Strawberry Hills, 2012.**

Telephone: 1800 043 159

REFERENCES AND ASSOCIATED DOCUMENTS

- Privacy Policy
- Anti - Discrimination Policy
- Internet and Email Usage Policy
- Social Media Policy
- Feedback