

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 Cleon Pinto
Dr Ryan Vo Dr Nicholas Loukakis

Female:

Dr Renate Liong Dr Emma Lawrence
Dr Helen Gibbons Dr Elizabeth Dunlop
Dr Maha Qidwai Dr Catherine Phan
Dr Allison Ward Dr Kate Baker
Dr Lara Monaghan

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.

Olivia Garnett Clinical Psychologist
Rebecca Martin Psychologist
Stefan Durlach Psychologist
Sarah McAnaney Psychologist
Thuy Kirsten Vo Physiotherapist & Pilates
Andrew Roy Physiotherapist
Susannah Keppo Exercise Physiologist
Chloe Horne Dietitian

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/glebemedicalcentre>

PRACTICE STAFF:

Practice Nurses

Lucy & Shermyn

Practice Manager

Bonnie Moylan

Reception Team

Brittany, Sophie, Susanna, Nishema, Nina, Alex & Henry

You can find out more about us on our website:
www.glebemedicalcentre.com.au

Thank you for taking the time to read our practice information sheet and look forward to welcoming you soon!



Glebe Medical Centre proudly commenced practice in October 2011. 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. Therefore, 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 Glebe 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.

Call (02) 8070 6888

Opening Hours:

Monday - Friday: 7:30am – 7:00pm
Saturday: 9am - 5pm
Sunday: 9am - 1pm

53 Glebe Point Road, Glebe, NSW 2037

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

Bulk billing appointments are available for all full-time students that present a valid student ID, concession card holders with a valid government health care/ pensioner concession card, and children under 16.

Please enquire at reception for more information

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
- ✓ IUD Procedures

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.

REBATE POLICY:

We will send and process the Medicare rebates for all patients with a valid Medicare card. 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 consultations. Expected out of pocket expenses will range from \$40 - \$60 for valid Medicare card holders depending on consultation length.

PATIENTS WITHOUT A VALID MEDICARE CARD:

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 by appointment Monday to Friday. 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, 24 hours' notice for Allied Health & 48 hours notice for Psychology appointments.

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

- Psychologist cancellation fee - varies according to provider, but will be 50% of the consult fee, please enquire at reception for more information
- Non-Attendance/Cancellation Fee for GP - \$20
- Allied Health - \$52.95

PATHOLOGY COLLECTION:

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

Monday to Friday: 8am - 6pm
Saturday/Sunday: 9am - 1pm

AFTER HOURS:

The centre is open until 7pm Monday – Friday, 9 - 5pm Saturday, and 9 - 1pm Sundays.

If you require after hours medical assistance of a non-urgent nature please call National Home Doctor Service on 13 74 25. In case of a medical emergency outside our hours of operation please call 000.

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@glebemedicalcentre.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) 8070 6888.

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.