



Kanwal Wadalba Family Practice

Suite 2, 2 Edward Stinson Avenue

Wadalba, NSW, 2259

Ph: 4392 3787 Fax: 4393 3006

Practice Information updated August 2020

Surgery Hours

Monday - Friday	7.30am – 9.00pm (*After Hours 6pm - 9pm)
Saturday	9.00am – 4.00pm (*After Hours 12pm - 5 pm)
Sunday	10.00am – 4.00pm (*After Hours All day) (*After Hours - No Appointment needed)

Doctors

Dr Atef Ghaly	Dr Hazem Toma
Dr Amir Mashhadi	Dr Arash Rezaekallaj
Dr Gerges Tadrous	Dr Janet Swiha

Practice Fees

Dr Ghaly	
Standard Consult	- \$60.00
Student	- \$50.00
After Hours	- \$80.00
Pension and HCC holders	- Bulk Billed
Children under 16 Years	- Bulk Billed
Overseas Visitor	- \$65.00
Overseas Visitor after hours	- \$90.00
Workcover standard consultation-	\$83 Initial Certificate \$53.25
Workcover Weekend Rate	- \$100

Dr Amir, Dr Tadrous, Dr Arash, Dr Toma, Dr Swiha Bulk Bill all standard consultations.
OTHER FEES MAY APPLY FOR VARIOUS MEDICALS PLEASE CHECK WITH A RECEPTIONIST

Phone Calls

Our doctors will deal with some enquiries over the phone, however these calls interrupt consultations. For this reason, they cannot always take your calls immediately and will return your call when it is convenient. Enquiries are best dealt with by making an appointment with your doctor. If your problem is urgent, please advise reception.

Email Policy

Kanwal Wadalba Family Practice does not have email access.

Results

We ask that all patients make a follow up appointment with the doctor for reviewing test results. You may ring to find out if your results are back, and whether the doctor has marked the results no action or discuss. But please be aware no results will be given over the phone. To protect the rights of patient confidentiality the reception staff will ask a series of questions in order to confirm the identity of the person to whom they are speaking with.

Repeat Prescriptions / Referrals

Repeat prescriptions and referrals forms require a consultation with the doctor.

Please check what scripts/referrals you require prior to your consultation. Requests for scripts/referrals outside of your consultation will be refused, unless you have made prior arrangements. Should the doctor provide a referral, a replacement/lost script OR consent to a script over the phone – a charge of \$25 will be requested.

PLEASE NOTE: Referrals cannot be back dated.

Travel Vaccinations / Immunisations

Please schedule an appointment with your doctor, at least 4 to 6 weeks before your trip. Please be aware Vaccines are delicate substances that can become less effective or destroyed if they are not kept between 2-8 degrees. The best way to ensure your vaccine is safe is to pick-up the vaccine/s from the chemist on the way to your doctor's appointment, without delay. On arrival at your doctor, let the receptionist know immediately that you have a vaccine requiring refrigeration.

Care Plan / EPC Referrals

Patients who suffer from chronic illness are often commenced on a Care Plan that enables them to attend limited sessions with allied health providers. We often get calls from patients who have been told by these providers to get a care plan from their GP. Sometimes this can be misleading to our patients. These care plans must be at the doctor's discretion and the patient must suffer from a chronic disease to qualify. If in doubt, please ask you GP at your next visit. A separate appointment is required with the Registered Nurse to complete the Care Plan, please advise reception when making an appointment.

Long Appointments

Should you require a long appointment with your doctor, please advise reception at the time of making appointment. A long consultation will be required if you wish to discuss multiple or complex health problems, completion of forms for Insurance or Medicals etc. If you are unsure, please ask reception.

Practice Services

The practice offers a variety of services such as ECGs, INR monitoring, spirometry, childhood and seasonal immunisations, minor surgical procedures, Stress tests and much more.

We also provide the following onsite Allied Health services-

- Psychologist – Tuesday and Friday
- Physiotherapist- Monday and Thursday
- Podiatrist- Wednesday
- Dietitian - Wednesday
- Acupuncturist- Thursday
- Exercise Physiologist- Thursday (fortnightly)

Diabetes Check

Have you had your annual diabetes check? We can conduct a thorough check up to ensure your diabetes is controlled and discuss any problems or questions regarding your current management plan, please see our friendly reception staff to book an appointment today.

Skin Check

Did you know that in Australia the incidence of skin cancer is one of the highest in the world and that 95-99% of skin cancers are caused by exposure to the sun (Cancer Council of Australia, 2016). Why wait till summer is here, come in and have your skin checked. Please advise reception when making a skin check appointment.

Pathology service

Australian Clinical Labs have joined our practice, they are available-
Mon-Fri 7am-3pm & Saturday 7am-11am

Medical Records

Should you wish to have your medical records sent to another practice or you require a copy of your medical records we can provide you with a Health Summary. However, should you require a complete medical history we will need to save/export this to a CD. Your health information is encrypted and safe and can only be seen using a medical software programme. The cost for the supply of the information on the CD is \$10 if picked up from our reception. If posted, an additional \$5 is payable to cover the costs, a total of \$15.

Driving Medical Forms

Please advise reception should you require an appointment for a Driving Medical as this requires a double appointment with your doctor. We are unable to complete these forms if the correct appointments have not been made. A fee may be applicable

eHealth or PCEHR (Personally Controlled Electronic Health Records)

Is a secure, electronic record of your medical history, stored and shared in a network of connected systems, e.g. Hospitals, GP's, etc. The PCEHR will bring key health information from a

IF YOU REQUIRE AN INTERPRETER FOR ANY CONSULTATION PLEASE ADVISE RECEPTION

number of different systems together and present it in a single view. You can register online at www.ehealth.gov.au or Phone 1800 723 471.

Walk in Patients

No appointment needed during After Hours.
Monday to Friday our walk - in clinic is from 6pm-9pm.
Saturday 12pm-5pm
Sunday walk ins all day.

Updating Details

In order for us to provide the very best of care, it is important for you to keep us informed of any changes to your details. If you have moved house or changed your home or mobile numbers recently, please inform reception.

Privacy and Confidentiality

This Practice is committed to maintaining the privacy and confidentiality of your personal health information. Your medical record is confidential. It is the policy of this Practice to maintain security of personal health information at all times and to ensure that this information is available only to authorised members of staff.

Recalls

Our Practice offers a recall service for preventative care. This system enables the doctors to recall patients for a number of reasons, i.e. test results, immunisations, PAP smears, etc If you do not wish to receive reminder notices please inform our staff.

Home Visits

Home visits are available to patients who are ill and unable to attend the surgery. Please notify reception should you or a family member require a Home Visit. This message will be relayed to the doctor and you will be notified when the doctor will be able to attend.

After Hours Emergencies

For all after hours medical care please call Sick 13 74 25, visit your local Hospital or call Health Direct 1800 022 222 for advice. IF YOU HAVE A MEDICAL EMERGENCY PLEASE CALL 000.

Workers Compensation

Please advise reception should you require a Workers Compensation consultation. All of our doctors are able to see their patients for workers compensation claims. However, please be aware the patient ***will personally be responsible for all costs incurred***. These costs are to be paid at time of consultation. If you have any question please discuss with the receptionist.

Feedback

We encourage and welcome patient feedback, so we can continue improving our services. Please ask reception for an anonymous patient feedback survey form, you will find the feedback/suggestions box on the reception desk.

Complaints

It is hoped you are happy with the care you receive at Kanwal Wadalba Family Practice. However, if you have a complaint, it is advisable to speak directly to the Practice Manager, or the doctor, thereby ensuring prompt attention to the problem. Should your problem remain unresolved, you may contact the Health Care Complaints Commission on 02 9219 7444.