

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. All patient files have been flagged for this service. 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 emergencies please attend your local hospital or alternatively you can call 1800 022 222

Workers Compensation and Employment Related Appointments

Please advise reception should you require a Workers Compensation, Employment Medical, Insurance Examination, Insurance Forms to be completed or a Commercial Drivers Licence Examination at the time of your consultation. All of our doctors are able to see their patients for workers compensation claims or employment related medicals. 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 questions please discuss with the receptionist.

Feedback

We encourage and welcome patient feedback, so we can continue improving our services. If you would care to complete an anonymous patient feedback survey form, you will find them at reception.

Complaints

It is hoped you are happy with the care you receive at Kanwal Wadalba Family Practice. 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.

If you require an Interpreter for any consultation please advise reception



Kanwal Wadalba Family Practice

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Practice Newsletter June 2022

Surgery Hours

Monday - Friday 7.30am – 6.00pm
Saturday 9.00am – 4.00pm
Walk-Ins available Saturdays from 12 noon
New patients welcome

Doctors

Dr Atef Ghaly Dr Amir Mashhadi
Dr Hazem Toma Dr Bemen Gadallah
Dr Pegah Meskin Khoda

Practice Fees

Dr Ghaly	Standard Consult	- \$60.00
Dr Khoda	Student	- \$50.00
	Pension and HCC holders	- Bulk Billed
	Children under 16 Years	- Bulk Billed
	Overseas Visitor	- \$65.00
	Workcover Standard Consult	- \$86.00
	Initial Certificate	- \$53.25
	WCC Weekend Rate	- \$110.00

- Dr Mashhadi, Dr Toma, Dr Bemen 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. **PLEASE NOTE:** For a Covid Telehealth consultation, the patient is required to have seen the doctor conducting the Telehealth as a face to face within the past twelve months.

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 but no results will be given over the phone unless previously organised with your doctor. 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.

COVID-19 Vaccine Clinic

We run a vaccine clinic every Tuesday. Bulk billed for all eligible patients. You can check eligibility online at "vaccine eligibility checker." If you are eligible you can make an appointment online or contact us on 43 121076 to make an appointment. If you have any questions regarding Covid-19 or the vaccines you can call the National Helpline 1800 020 080.

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 and dentists. Often we 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.

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 appropriate appointment has not been made. A fee may be applicable.

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.

Pathology service

Australian Clinical Labs; they are available - Mon-Fri 7am-3pm & Saturday 7am-11am

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 Allied Health services-

Physiotherapist - Thursday's

Psychologist - fortnightly - Fridays

Councillor - Thursday's

Podiatrist – Tuesday's and Wednesdays

Dietitian - Wednesday 's

Acupuncturist - Thursday afternoons

Exercise Physiologist – Thursday's Fortnightly

Audiologist – Friday's Fortnightly

If you wish to make an appointment for these services please advise the reception staff.

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 Summers here, come in and have your skin checked. Please advise reception when making a skin check appointment.

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 brief 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.

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 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.