

PRACTICE INFORMATION SHEET

The philosophy of our practice is to provide comprehensive and thoughtful medical care to families. We strive to keep up-to-date with the latest medical innovations and bring you efficient personal service.

Surgery Hours

Monday to Friday: 8:30am – 6pm **Saturday & Sunday:** 9am – 2pm **Public Holidays:** 9am-1pm

PRACTICE DOCTORS

Dr Zakir Parvez
Dr Rebeka Parvez
Dr Puja Gupta
Dr Nasrin Haque
GP Registrars

Dr Shamim Uzzaman
Dr David Sor
Dr Rawnaqul Islam

RECEPTION/ADMIN STAFF

Julie
Kate
Celina
Chyenne

Lisa
Jaide
Sadia
Aimee

Accounts Officer
Asst. Practice Manager
Senior Receptionist
Senior Receptionist
Junior Receptionist
Junior Receptionist
Junior Receptionist
Junior Receptionist

NURSING STAFF

Anne
Cheryl

Registered Nurse
Registered Nurse

Please inform reception for your preferred GP

PARKING

Parking is available along George Street as well as under cover parking in the Riverview Shopping Centre. Please note, time limits apply in all parking areas. Public transport is available with bus stops only minutes away and a short walk from Windsor train station.

APPOINTMENTS

Appointments take priority in the waiting room. If you require a long consultation please advise reception when booking the appointment.

Appointments can be made online using Health Engine.

Click onto our website www.advancemedicalpractice.com.au to make an appointment.

BILLING

All Medicare-eligible patients are bulk billed
Overseas patients without Medicare - \$60 consultation fee
RMS forms – NSW Fitness to Drive (*bulk billed*), NSW Public Passenger (\$130 fee)

CONFIDENTIALITY

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the strict National Privacy Principles available at: at www.privacy.gov.au/health/index.html

RECALL & REMINDER SYSTEM

Our practice is committed to preventative care. Patients are recalled to our practice for a variety of reasons e.g. abnormal test results & follow up consultations. **It is important that your personal information is kept up to date** with a current phone number and emergency contact. Patients are requested to inform the Doctor, Nurse or Reception if they choose not to be informed of reminders/recalls (including contact via SMS to my mobile phone number where applicable) so this can be noted on file.

TELEPHONE CALLS

Doctors can take phone calls when time permits. If busy, or involved with another patient then reception will need to take a message. GPs and Clinical staff make time to return phone calls during the day, and where clinically significant information is discussed, a note is made in the patient health record.

TEST RESULTS AND REFERRALS

Test results can be obtained in a booked consultation. Referrals to specialists must be made during a consultation and will not be provided from a phone request. In unavoidable circumstances Doctors may provide repeat referrals or scripts, however this is done at the Doctors discretion and may attract a fee.

HOME VISITS

Regular patients of our practice are able to obtain visits in their home, residential aged care facility, residential care facility or hospital, both within and outside normal opening hours where such visits are deemed and reasonable at the doctor's discretion.

After Hours Services

Hawkesbury Hospital: 02 4560 5555

National Home Doctor Service: 13SICK (137425)

After Hours GP Helpline: 1800 022 222

GPs After Hours Clinic Hawkesbury Hospital: 02 4560 5780

HEARING OR LANGUAGE DIFFICULTY

To help our GPs ensure they fully understand the nature of the patients problem and patients fully understand the outcome of the consultation we use an interpreter service where necessary:

Translating and Interpreting Service (TIS) 1300 131 450 (free)

Australian Sign Language (AUSLAN) 1800 246 945 (free)

Reception can phone the TIS phone line for any patients needing assistance in there consultation, AUSLAN will need to be booked in prior to the consultation.

THIS PRACTICE IS ACCREDITED

Accreditation is completed every 3 years and this is a sign of this practices ongoing commitment to Quality Patient Care. Accreditation is based standards developed by the Royal Australian College of General Practitioners and Government representatives.

ABN: 86 958 906 367

Allied Health and Specialist Services

Psychologists:

Laraine Skiller (Saturdays)
 Carmel Wright (Monday Afternoons & Wednesdays)
 Lynn Wright (Monday, Tuesday, Friday)

Endocrinology Aboriginal Outreach Clinic:

(one Friday per month)
 Dr Irfan Aziz Endocrinologist
 Veronica Dingle Diabetes Educator

Physiotherapy:

Hills Physio (Monday, Wednesday, Friday)

Urologist: (one Saturday per month)

Dr Gias Ahmed Urologist

Dietitian:

Veronica Davison (Tuesdays, fortnightly)

Pathology: Douglass Hanly Moir

Monday – Friday 8am – 1pm
 Saturday 8:30am - 11:30am

Podiatrist:

Best Feet Podiatry- Jue Han Lee (Tuesdays, fortnightly)

Audiology: Australian Hearing (one Tuesday per month)

OTHER SERVICES PROVIDED IN OUR PRACTICE

Cryotherapy	Immunisations
Skin Cancer Checks	Children's Health
ECG	Spirometry
Health Assessments including over 75	Diabetes Review
Women's Health including Mirena & Implanon Insertion	Men's Health
Minor Surgery	Chronic Disease Management
Workers Compensation	Pre-employment and insurance medicals
Asthma Management	<i>(*Fees apply to Pre-employment and insurance medicals, please enquire with reception for full cost and payment information.)</i>
Mental Health	
Family Medicine	

YOUR RIGHTS

Your rights

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor, or Receptionist or you may prefer to write to us. We take your concerns, suggestions and complaints seriously.

Health Complaints

We take your concerns, suggestions and complaints seriously. However, if you wish to take a matter further please contact: Health Care Complaints Commission:

Locked Mail Bag 18
 STRAWBERRY HILLS NSW 2012
 Ph: 1800 043 159