



# ADVANCE MEDICAL PRACTICE

## PRACTICE INFORMATION BROCHURE

### ABOUT US

At Advance Medical Practice, our aim is to provide all patients with a professional and comprehensive level of medical care. We offer a wide range of health services across our three conveniently located practices. Our doctors take a proactive approach to the health and well being of patients, offering advice and working with them to assist where possible in maintaining a healthy life.

### PRACTICE OPENING HOURS

MON, TUE, WED, THURS: 8am-6pm

FRI: 8am to 5:30pm

SAT, SUN: CLOSED

**Pitt Town Shopping Village**

**Address: Shop 5, 29 Eldon Street,**

**Pitt Town, NSW, 2756**

**Phone: 02 4572 3377**

**Fax: 02 4572 3399**

**Website: [www.theamp.com.au](http://www.theamp.com.au)**

**Email: [pitttown@theamp.com.au](mailto:pitttown@theamp.com.au)**

**ABN: 87 251 903 304**

# OUR TEAM

## Doctors

Dr Zakir Parvez (M)

Dr Dharani Suthersan (F)

Dr Duwaraka Jeyakumar (F)

Dr Carrie Stanney (Registrar) (F)

Dr Nadine Kauley (Registrar) (F)

## Practice Nurses

Akanki Patel - Registered Nurse

## Administration

Taylor - Office Manager

Sarah - Senior Receptionist

Chloe - Receptionist

Grace - Receptionist

Helen - Accounts Supervisor

# SERVICES

## Medical Services

Skin Cancer Checks  
Mental Health  
Women's Health  
Men's Health  
Children's Health  
Adolescent Health  
Family Planning & Contraception  
Sexual Health  
Antenatal & Postnatal Care  
Pap Smears  
Health Assessments  
Childhood Immunisations  
Adult Immunisations  
Covid-19 Vaccinations  
Flu Vaccinations  
Chronic Disease Management  
Workers Compensation  
Pre-employment and Insurance  
Fitness to Drive Assessments ECG  
Heart Assessment International  
Normalised Ratio (INR) Spirometry  
Mirena Insertion  
Mirena Removal  
Implanon Insertion  
Implanon Removal  
Iron Infusion

# BILLINGS

Advance Medical Practice Pitt Town is a Mixed Billing Practice. Patients who DO NOT meet the bulk-billing criteria will be charged a consultation fee. In some cases, selected services will be eligible to receive a rebate from Medicare.

## MONDAY TO FRIDAY CONSULT FEES

Telephone Consult	Standard Consult	Long Consult
Private Fee: \$70.00	Private Fee: \$70.00	Private Fee: \$125.00
Rebate Fee: \$42.85	Rebate Fee: \$42.85	Rebate Fee: \$82.90
Out of Pocket: \$27.15	Out of Pocket: \$27.15	Out of Pocket: \$42.10

## ELIGIBLE BULK-BILLING CRITERIA

Hold a valid  
Concession,  
Pension or  
Health Care  
Card

Under the  
age of  
16 years  
old

Hold a valid  
Department  
of Veteran  
Affairs (DVA)  
Card

## PROCEDURE FEES FOR ALL PATIENTS

Implanon Insertion  
Private Fee: \$140.00  
Rebate Fee: \$77.35  
Out of Pocket: \$62.65

Mirena Insertion  
Private Fee: \$250.00  
Rebate Fee: \$129.15  
Out of Pocket: \$120.85

Implanon Removal  
Private Fee: \$170.00  
Rebate Fee: \$101.70  
Out of Pocket: \$68.30

Mirena Removal  
Private Fee: \$125.00  
Rebate Fee: \$82.90  
Out of Pocket: \$42.10

Implanon Insertion &  
Removal Combined  
Private Fee: \$200.00  
Rebate Fee: \$136.20  
Out of Pocket: \$63.80

Mirena Insertion &  
Removal Combined  
Private Fee: \$270.00  
Rebate Fee: \$169.20  
Out of Pocket: \$100.80

Iron Infusion (1 vial)  
Private Fee: \$125.00  
Rebate Fee: \$82.90  
Out of Pocket: \$42.10

Commercial Driving Forms  
Private Fee: \$130.00  
Rebate Fee: NIL  
Out of Pocket: \$130.00

Iron Infusion (2 vials)  
Private Fee: \$175.00  
Rebate Fee: \$122.15  
Out of Pocket: \$52.85

The Medicare logo is displayed in a green rounded rectangle. The word "medicare" is written in a lowercase, bold, yellow sans-serif font.

## Appointments

Appointments take priority. If you require a long consultation, please advise reception when booking the appointment. Patients can call us on 4572 3377 to book, or alternatively click the below link to book on our website: [www.theamp.com.au](http://www.theamp.com.au) or book via HotDoc.

## Walk-In Service

Advance Medical Practice Pitt Town offers patients the option to walk in and see a doctor. This service means no appointment is booked and the patient comes in and waits for the first available. This is not our preferred way for patients to see a doctor but is an available option. Reception staff CANNOT guarantee waiting times.

## 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.

## Recalls and 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.

## Communication

Patients can communicate with practice staff through Phone Call, Email, Facebook or a Website enquiry. HotDoc (online booking and recall system) automatically reminds patients of upcoming appointments and results they have at the practice. This is done through HotDoc's internal SMS system.

## 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:

[www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

## After Hours Services

Hawkesbury Hospital: 02 4560 5555

National Home Doctor Service: 137425

After Hours GP Helpline: 1800 022 222

GPs After Hours Clinic Hawkesbury Hospital: 02 4560 5780

## Hearing or Language Difficulty

To help our GP's ensure they fully understand the nature of the patient's 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 their consultation, AUSLAN will need to be booked in prior to the consultation.

## Patient Rights

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or a receptionist, or if you prefer you can write to us. We take your concerns, suggestions and complaints seriously. Complaints can be emailed to:

[practicemanager@theamp.com.au](mailto:practicemanager@theamp.com.au)

## 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