

Practice Information Sheet

ABOUT US

At Advance Medical Practice Westmead, 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

Monday to Friday: 8:30am – 3pm
 Saturday: 8:30am-12pm
 Sunday: CLOSED

SERVICES

Women's Health	Blood Pressure Check
Men's Health	Blood Testing
Children & Adolescent Health	Skin Check
Mental Health	Counselling
Antenatal & Postnatal Care	Minor Surgical Procedures
Pap Smears	ECG Heart Assessment
Family Planning	Spirometry
Immunisations & Vaccines	Cryotherapy
Covid-19 Vaccinations	Travel Medicine
Newborn Assessments	Work Cover
Developmental Assessments	Pre-employment Check
Health Assessments	Private Medical Assessments
Iron Infusion	Medico-legal Reports
Mirena & Implanon Insertion	On-site INR Testing
Psychosexual Therapy	Ankle Brachial Index (ABI) Check

OUR TEAM

Doctors

Dr Rebeka Parvez (F)
 Dr Zakir Parvez (M)
 Dr Sivagowry Sivakumar (F)

Administration

Shirley	Practice Manager
Lamees	Admin Coordinator
Safa	Assistant Manager
Yas	Accounts Assistant

Nursing

Julie	Registered Nurse
Jasmine	Registered Nurse
Urvi	Registered Nurse
Camille	Enrolled Nurse

ALLIED HEALTH SERVICES

Psychology
 Physiotherapy
 Exercise Physiology
 Dietician
 Diabetes Educator
 Podiatrist
 Bone Mineral Density
 Cardio First
 Pathology
 Hearing Australia
 Clinical Pharmacist
 Geriatric Specialist

PRACTICE BILLING

Advance Medical Practice Westmead is a Bulk-Billing Practice for Patients with a valid Medicare Card.

Fees:

Standard Consult Weekday (Private Patient)	\$60.00
Long Consult Weekday (Private Patient)	\$80.00
Standard Consult Weekend (Private Patient)	\$80.00
Long Consult Weekend (Private Patient)	\$90.00
Baby Check without Medicare	\$76.00
Mirena Insertion	\$100.00
Implanon Insertion	\$100.00
Iron Infusion	\$50.00
Private Flu Vaccine	\$20.00
Medical Assessment	\$90.00
Commercial Driving Form	\$110.00
NSW Fitness to Drive Form	Bulk-Billed
Passport/Immigration Form	\$40.00
Transfer of Medical Records	\$30.00



Appointments

Appointments take priority. If you require a long consultation, please advise reception when booking the appointment. Patients can call us on 9633 4033 to book, or alternatively book online at our website; www.theamp.com.au or book via HotDoc.

Walk-In Service

Advance Medical Practice Westmead 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.

**To book view our Website
Please scan the QR Code below:**



Communication

Patients can communicate with practice staff through phone call, email, 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.

Phone Calls:

In our practice, all staff ensure to identify patients by using the three identifiers; name, DOB and address. Doctors can communicate and take phone calls when time permits. If busy, or involved with another patient, reception will take a message and relay it to the Doctor when they are free. GP's and clinical staff will make time to return your call and deal with the situation as required. This is also documented in the file to ensure any significant information discussed is recorded. Reception staff will message the Doctors through an internal confidential messaging service. Communication with patients via telephone must be conducted with appropriate regard to the privacy and confidentiality of the patient and their health information. If personal and health information needs to be discussed or collected over the phone, the call is transferred to a consult room so that other patients and visitors cannot hear the conversation.

Emails:

The practice email is encrypted and secure to ensure confidentiality of personal information. Our practice has particular policies regarding email communication. Our practice uses the following confidentiality and privilege notice on outgoing emails that are affiliated with the practice:

"This message is confidential and should only be used by the intended addressee. If you were sent this email by mistake, please inform us by reply email and then destroy this message. The contents of this email are the opinions of the author and do not necessarily represent the views of Advance Medical Practice."

Our practice configures software so that the confidentiality and privilege notice is automatically added to each outgoing email.

Social Media:

Our practice uses electronic platforms including our website. These sites are monitored daily by our dedicated social media officer which is stated in our social media policy. All information sent via these platforms is confidential and not available to the public. This is to ensure all patient information is kept secure and protected. The practice complies with AHPRA national law and takes reasonable steps to remove testimonials that advertise their health services, which may include comments about the practitioners themselves. The practice is not responsible for removing (or trying to have removed) unsolicited testimonials published on a third-party website or in social media accounts which they do not have control over.

HotDoc SMS Messages:

The practice uses HotDoc to allow patients to book an appointment online with our GP's, inform patients of upcoming appointments, new results or reminds them if they have any clinical tests due, e.g., an annual blood test. It also prompts patients to confirm any upcoming appointments. HotDoc automatically generates SMS messages for results and reminders based on GP preference. The SMS message does not contain the patients results or personal details, however it does attach a booking link to prompt the patient to book the recommended appointment with their GP. To ensure patient confidentiality through these SMS messages, HotDoc requires the patient to enter their surname, date of birth & mobile number that is registered with the practice. This is to ensure the SMS message has been received by the correct patient.

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

After Hours Services

Westmead Hospital: 02 8890 5555
Westmead Children's Hospital: 02 9845 0000
National Home Doctor Service: 137 425
After Hours GP Helpline: 1800 022 222

Hearing or Language Difficulty

To help our GPs 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: westmead@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

