



GLENORIE DISTRICT MEDICAL CENTRE



PRACTICE INFORMATION SHEET

Glenorie Medical Centre is fully accredited general medical practice. We are dedicated to comprehensive medical care for people of all ages. The Doctors here deliver the highest possible standard of ethical medical care. Our Doctors have all been granted Vocational Registration by the Royal Australian College of General Practitioners. We also have a GP Registrar who is a qualified doctor completing her study to become a General Practitioner.

GLENORIE DISTRICT MEDICAL CENTRE

920B Old Northern Rd, GLENORIE NSW
2157

Telephone: 9652 1663

Facsimile: 9652 1937

PRACTICE HOURS

Monday - Thursday	8:00 am until 8:00 pm
Friday	8.00 am until 6.00 pm
Saturday	8.00 am until 1.00 pm
Sunday & Public Holidays	Closed

AFTER HOURS

This medical centre has an AFTER HOURS service available. If you require a Doctor urgently after the surgery has closed, please telephone SYDNEY MEDICAL SERVICE 8724 6300.

In **emergencies** please phone 000 for an Ambulance or attend your nearest hospital with an Emergency Department-Hornsby Ku-ring-gai, Hawkesbury, Westmead, Norwest Private or Sydney Adventist Hospital.

RANGE OF SERVICES

This Practice handles a broad range of family medicine. All Doctors have a number of special interests. Our areas of expertise include:

- Management of acute illness and injury.
- Women's health including cancer checks, contraception and menopause management.
- Men's health including cardiac risk monitoring.
- Paediatric medicine and immunisations.
- Adult vaccinations and travel advice
- Comprehensive treatment of chronic disorders e.g. asthma, diabetes, heart disease.
- Antenatal shared care with Hornsby Kuring-Gai and Westmead Hospitals.
- Preventative medicine and lifestyle counselling for smoking cessation, weight control and cholesterol problems.
- Geriatric support.
- Palliative Care.
- Allied Health Services in Physiotherapy, Psychology, Counselling and Podiatry are available.

APPOINTMENTS

Consultations are by appointment at 15 minute intervals. The first available doctor will see urgent cases. Please ask for a longer appointment if you have multiple issues to discuss, you require a full medical examination, or think you will need more than 15 minutes. If you need an interpreter please advise reception when making appointment.

If more than one person in your family wishes to see the Doctor, please make separate appointments. You are welcome to see the Doctor together as long as sequential appointments are made.

The policy of this practice is to schedule your appointment with the doctor of your choice. If there is a time delay involved, you will be offered the first available appointment with another Doctor to avoid keeping you waiting.

As we continually update our records, patients are requested to provide doctors, nurses or receptionists with the following information: cultural background including ATSI, emergency contacts and allergies to medications, food & environment.

For long appointments, if you have given approval we will send a reminder the day before via SMS to your mobile phone.

WAITING TIMES

Due to unexpected emergencies and appointments that run over time, the doctors may run late compared to your appointment time. We endeavor to minimise this by encouraging patients to book for a longer consultation if required. We apologise for delays you may experience.

CANCELLATIONS

Please inform us as early as possible if you are unable to attend an appointment so that someone else can be seen.

HOME VISITS

Home visits are available for patients living within a reasonable distance (15 minutes) of the practice who are too sick to attend the surgery. Please give as much warning as possible in order to avoid disruption to normal surgery hours.

Urgent cases are seen to as soon as possible according to medical need. Home visits are billed as per our fee schedule.

MEDICAL RESULTS

Results are available once they have been reviewed by the doctor. It is the patient's responsibility to call for their results. If results are abnormal a member of staff will call with the doctor's advice. Patients will be asked to make an appointment with the GP to discuss results if required. Due to confidentiality requirements, results will only be given to the patient they concern, unless written permission has been given by the patient. This permission must name the person authorised to receive the results and signed by the patient.

TELEPHONE CALLS/E-MAIL

The Doctors in this practice can be contacted by phone during normal surgery hours. If the Doctor is with a patient, a message will be taken and your call returned as soon as possible. Emergency calls will be put through to the Doctor immediately. We do not recommend e-mail for contacting the doctors as the privacy of your message cannot be guaranteed on the internet. Whilst emails are checked periodically during the day, a more urgent request or question may not be dealt with in an appropriate timeframe. Our communications policy is available upon request.

PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. This practice adheres to the Health Records and Information Privacy Act 2002. If you would like a copy of your medical record, please discuss with your doctor.

PRIVACY

Your privacy is of the utmost importance. Glenorie District Medical Centre has a comprehensive Privacy Policy available to all patients either by access via our website- www.glenoriemedical.com.au - find under Resources, or by asking one of our friendly Receptionists.

REMINDERS

We firmly believe in preventative medicine and we have a number of reminder programs in place. If you wish, you can be included in these according to your needs. These recall programs include Immunisation, Cervical screening, Diabetes and Over 75yr old Health, and 45-49Yr Old Health Assessments.

SCRIPT OR REFERRAL REQUESTS

Please make an appointment if a referral is needed or to have a prescription renewed. The doctors will not provide these items when requested by phone unless you have a prior arrangement with your doctor.

FEES

We are a privately billing clinic.

Discounted fees are extended to patients who hold a current Healthcare or Pension Card, and to patients 16 years and under.

	Fee	Medicare Rebate
Standard Consult:	\$84	\$39.75
Long Consult:	\$125	\$76.95
Extended Consult:	\$170	\$113.30

All patients who hold a current Medicare card will receive an automatic rebate.

A non-attendance/no show fee applies to all patients \$25 without a rebate.

PLEASE NOTE

Provision of some services is not covered by Medicare and therefore will be privately billed and payment will be required at time of consultation. These include, but are not limited to:

- Compulsory examinations and tests to obtain a flying, commercial driving or other licence.
- Entrance to schools and other educational facilities
- Medical examination for the purpose of Life Insurance, Superannuation, a Provident Account Scheme or admission to membership of a Friendly Society.
- Pre-employment Medical and Screening.

If you are not sure, please ask our Reception staff to clarify what the charge will be prior to your visit to the surgery.

Payment can be made by cash, credit card or EFTPOS and we can assist you to claim immediately from Medicare via electronic submission. Payment into your account from Medicare happens the same day.

We do not accept payments by American Express, Diners Club or international credit cards.

FEEDBACK

We welcome comments and suggestions regarding your care at this practice. Please discuss these with the Receptionists, Nurses or Doctors. A Suggestion Box is available at Reception. If you have any difficulties, or complaints, please inform a member of staff immediately and we will endeavor to resolve straight away. If you are not satisfied with the outcome, the NSW Health Care Complaints Commission may be contacted on 1800 043 159.

We hope your experience with our Practice is positive and that we have listened to and done everything possible to offer you the care and attention you deserve.

Last updated September 2020.