

Welcome to Medical & Fitness Centre

Practice Hours

Monday to Friday 7am – 7pm, Saturday 7am – 4pm, Sunday & Public Holidays 8am – 4pm

The following information is provided as a reference guide for patients regarding the current practicing GPs at this location. We also have Admin and Support Staff list provided for your benefit. Please ask one of our friendly reception staff if you have any further questions.

| Consulting GP's |
|--------------------------------|
| Dr Ghulam Akbar Khan |
| Dr Valentin Tioukavkin |
| Dr Sabahat Mahmood (Female) |
| Dr Sabina Kooistra (Female) |
| Dr Saadia Sabir (Female) |
| Dr Nima Sharifian |
| Dr Bin David Sun |
| Dr Kalyan Biswas |
| Dr Quintiliano Ruidiaz Narvaez |

| Consulting Specialists (other than GP's) |
|---|
| Dr Nadeem Anwar – Psychiatrist |
| Dr Ajeet Sidhu – Geriatrician |
| Dr Anwar Shahzad – Cardiologist |

| Allied Health Professionals | |
|------------------------------------|--|
| Lillian Makich (Psychologist) | Vera Labuzin (Psychologist) |
| Fariha Badar Khan (Psychologist) | Rebecca Hannon (Exercise Physiologist) |
| Georges Semaan (Physiotherapist) | Mohamed Kojok (Podiatrist) |
| Danica D'Souza (Dietician) | |

MEDICAL CENTRE STAFF:

| NURSES | MANAGEMENT |
|---------------|-----------------------------------|
| Ms Nadia | Mr. Samih Khan (practice manager) |
| Ms Mithila | |
| Ms Zahra | |
| Ms. Jyoti | |

| OTHER SERVICES AVAILABLE AT OUR CLINIC | |
|--|--|
| Pharmacy | Radiography (x-rays, CT, ultrasound} |
| Hearing Tests | General check ups |
| Antenatal Clinic | Workers Compensation Management |
| Vaccines (childhood, travel inc. Yellow Fever) | Women's Health including pap smears |
| On site pathology collection | On site ECG and Holter monitor testing |
| On site spirometry | Minor surgery (stitches, removal of moles etc) |
| Male baby circumcision | Weight loss clinic |
| Diabetes Management | Baby and child wellness checks |
| Pre-Employment and Licencing Medical Exams | Family Planning and Contraception |

APPOINTMENTS

You can ask for an appointment in person, over the phone or book on our website if you wish to make an appointment. Doctors practising here also provide a Walk-In service which means you do not require an appointment. Please ask our receptionist for more information about which doctors do appointments and which doctors offer Walk-in appointments. You are welcome to visit any time during our opening hours and you can let reception know at the desk which doctor you would like to see.

Please check the "Doctors" page on our website if you would like to know the timetable for your preferred Doctor.

WAIT TIMES & EMERGENCIES

The best place for you in the event of an emergency is the local hospital however; if you do present to our clinic with abnormal chest pain, shortness of breath, head concussion or bleeding; please immediately let the Receptionist know immediately upon arrival.

We respect that your time is valuable and understand that perhaps you are also feeling unwell So we try our best to manage the waiting as best we can. However sometimes the Doctors consultations can take longer than expected. We also help the Doctors triage patients so if emergencies occur this can also affect wait times. We appreciate your understanding in this regard.

The closest Emergency Department to us is:

Nepean Hospital
Derby St, Kingswood
Phone: 4734 2000

AFTER HOURS AND HOME VISITS

Home visit during our normal operating hours can be arranged for our regular patients who live within 2kms of Medical and Fitness Centre depending on who your GP is. Please give us a phone call if you require a home visit.

We have an arrangement with the National Home Doctor service to cater for your medical needs outside of our normal business hours. To arrange a medical consult outside of your doctors normal hours you can contact **13 SICK (or 13 7425)**. Just let the Home Doctor service know who your regular GP is and they will send your GP a fax to update them with the After Hours Doctors consultation notes from the previous night.

HEARING IMPAIRED

Free assistance with consultations for hearing impaired patients is available through an Auslan Sign Language Interpreter service. Please communicate your need for this service with your Doctor or our Reception staff and we will be happy to arrange it for you.

TRANSLATION SERVICES

Free assistance with consultations for our English as a second language patients is available through TIS National Interpreter Service. Please communicate your need for this service with your Doctor or our Reception Staff and we will be happy to arrange it for you.

TELEPHONE APPOINTMENTS (TELEHEALTH)

Due to the Covid-19 Pandemic your Doctor may be contacted during normal opening hours. Please kindly note the GP's here generally are giving priority to patients in the waiting room. The Doctor will call you back when possible but please do not expect a call at the time of the appointment. This is just to keep your place in the doctors queue to give you a call.

EMAIL CONTACT

General emails can be sent to info@medicalfitness.com.au and will be attended to within 24 hours. Please kindly note; in order to protect your privacy and ensure the highest levels of healthcare. Please also note that although this email address is secure and the contents are confidential communications between yourself and our clinic, emails that are sensitive or highly personal should not be sent to this email as it is an administrative email. If you would like to send sensitive information, it is best that you contact our clinic and we can direct you to a more appropriate avenue.

FEES AND BILLING ARRANGEMENTS

Doctors here provide **Bulk billing services** for most consultations. If you have a Medicare Card the Doctors bulk bill all normal consultations. Medicare bulk billing is available to all patients who hold a valid Australian Medicare card for General Practitioner consultations. Many other health services are also bulk billed to Medicare however; for some services Doctors do charge a gap payment to patients. Our Receptionists are able to advise you ahead of any appointments you have if there will be a fee and what that fee will be.

If you have a Medicare Card:

All GP's Consultations are Bulk Billed

Private Patients (Non Medicare):

If you **DO NOT** have a Medicare Card please see our fees below:

Normal Hours

General Consultation: \$50

Long Consultation (over 20mins): \$100

Weekend Hours:

Normal Consultation: \$60

Long Consultation (over 20mins): \$120

Pre-Employment and Commercial Medicals - \$165

VACCINATIONS

A full range of childhood, adult and travel vaccinations are available in our centre. We are also a registered administrating clinic that stores Yellow Fever vaccine. Childhood immunisations are bulk billed by the Doctors and added to the National Vaccine Register.

PRESCRIPTIONS

In general, a consultation with your Doctor is required for the issuing of prescriptions. The pharmacist next door can dispense your medications and vaccines. This practice is registered with The Medicare Prescription Shopping Information Service Program which alerts Doctors to potential drug seeking patients. This practice does not prescribe S8 drugs of addition to new patients.

REMINDER SYSTEM

Our practice is committed to preventative and continuous care principles. Your Doctor will seek your permission to be included on our reminder system and where applicable, to State or National reminder registers such as Breast Screening NSW, National Pap Smear Register and Childhood Immunisation Register. We may send you one of our own reminder notices for services such as Diabetes monitoring and Allied/Mental Health care plans. From time to time we may send you information regarding preventative health measures we have available that are appropriate to your medical history. If you do not want to be part of these services, please let your Doctor/Nurse know.

TEST RESULTS

If your Doctor orders a test for you such as a blood test or skin biopsy, they will let you know when they expect the results. Although our Nurses do make contact with patients, we encourage you to be proactive with your health and invite you to telephone the centre at the time your test result should arrive for confirmation before you come in to see your Doctor. Patients are encouraged to have a consultation with their Doctor to obtain test results as this facilitates best healthcare whereby the Doctor can explain the results, order further tests, prescribe medications or refer to specialists where appropriate.

NEW PATIENTS

All new patients are required to complete a registration form containing your personal and Medicare details along with an emergency contact person. The registration form also contains questions that are important for your ongoing health management. The details of your registration are kept confidential to the centre and your GP. It is important that you tell your Doctor you see if there are any cultural or other considerations so that a note can be made on your file for future.

You can download the New Patient Registration Form on the "About Us" page on our website.

WORKERS COMPENSATION AND THIRD PARTY INSURANCE CLAIMS

Most Doctors at the centre participate in the management of Workers Compensation and Third Party insurance claims. It is important that you let our Receptionist know if the reason for your visit is related to an insurance claim. We have a Workcover NSW registered Return to Work Co-ordinator working in our practice who is available to offer advice and management of your claim. Please ask one of our Receptionists to facilitate contact.

PATIENT FEEDBACK

Your feedback is important to us. We aim to provide you with access to efficient health care of the highest quality in a safe and welcoming environment where you always feel respected. If you are unhappy with any aspect of the care you receive from this practice, we would appreciate your feedback. Please feel free to talk to your Doctor, Nurse or the Practice Manager about any problems you have with our team members or services as feedback is an important part of improving the customer experience.

You may prefer to write to us by using our suggestion box found at the front desk, alternatively you can send us a message from our Contact Us page on our website or also send us an email at info@medicalfitness.com.au. If you feel there is a problem you wish to take up outside our practice, you can contact the *Health Care Complaints Commission*, Locked Mail Bag 18, Strawberry Hills NSW 2012 or free call 1800 043 159.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of the Doctors and our centre to maintain the security of your personal health information at all times and to ensure that this information is only available to authorised Doctors and members of our staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html. Our centre is registered for My Health Record which is an Australian Government health initiative more information can be found at www.myhealthrecord.gov.au. Please let your Doctor know if you would like your health summary uploaded to your My Health Record.