

## Family Medical Practitioners

All of our general practitioners are committed to providing you with comprehensive and continuous care for you and your family.

- Dr Jonathan Phan
- Dr Ryan Quan Vo
- Dr Natasha Hyde

For more information about our doctors, please visit our website:

[www.randwickdoctorsmedicalcentre.com.au](http://www.randwickdoctorsmedicalcentre.com.au)

## Allied Health Practitioners

Please be aware that allied health appointments will incur an out of pocket fee. Please ask the receptionist for further information.

- Dietitian                      Chloe Horne
- Exercise Physiologist      Susannah Keppo
- Podiatrist                      Sam Chamseddine
- Speech Pathologist        Florence Sze To
- Physiotherapist              Sam Antonas
- Psychologist                 Beverley Tow
- Psychologist                 Angela Jakovac

## Practice Staff

Our friendly administration staff are happy to help with any enquiries you may have.

- Practice Nurse:              Zoe
- Practice Manager:          Jessica
- Reception team:              Susan, Aylin, Nikita & Jasmin

## Personal Health Information

Patient information collected by Randwick Doctors Medical Centre is only accessible by our medical and allied health practitioners. Your information will not be released to third parties without your written consent. Please refer to our privacy statement for more information.

## Patient Feedback

We take pride in the services we provide and welcome all comments. There are anonymous patient feedback forms available at reception for this purpose. Please feel free to express any concerns you may have with your doctor or our practice manager. You can submit a written complaint to:

[info@randwickdoctorsmedicalcentre.com.au](mailto:info@randwickdoctorsmedicalcentre.com.au)

More serious complaints can be directed to the Health Care Complaints Commissioner:

Locked Bag 18

Strawberry Hills 2012

tel: 02 9219 7444

## Translating Service

If you require a translator during your consult, please inform our reception staff. Our doctors are registered with TIS National and an over-the-phone translator can be arranged at no additional cost to you.

## Online Booking

Please visit our website or download our free app Appointuit to make appointments online.



62 Belmore Road, Randwick 2031

tel: 02 8047 0988 | fax: 02 8068 4235

[www.randwickdoctorsmedicalcentre.com.au](http://www.randwickdoctorsmedicalcentre.com.au)

[www.facebook.com/randwickdoctorsmedicalcentre](https://www.facebook.com/randwickdoctorsmedicalcentre)

Book online using our Appointuit app or via our website

Randwick Doctors Medical Centre opened its doors in May 2017. We are conveniently located in the heart of the Randwick community. It is founded by Australian-trained doctors who are passionate about providing quality medical care to both individuals and families.

Our vision is to provide holistic healthcare that is accessible to all. As a part of that vision, we have a wide range of medical services available in one convenient location.

Please take the time to read this information sheet to familiarise yourself with the comprehensive services provided by Randwick Doctors Medical Centre.

This booklet contains all the important information about our practice, so that it will make your visit to the doctor as quick, easy and most beneficial to your health as possible.

## **Bulk Billing Available\***

### **Opening Hours:**

Monday to Friday: 8am - 6pm

Saturday to Sunday: 9am - 1pm

Public Holidays: 9am - 1pm

\*Conditions Apply

## **Services**

We offer a comprehensive range of general practitioner services, including:

- Preventative health checks
- Family planning advice
- Counselling
- Travel medicine
- Women's health
- Men's health
- Immunisations
- Antenatal shared care
- Chronic disease management
- Skin Checks
- Pre-employment medicals
- Insurance medicals
- Worker's compensation

## **Appointments**

Appointments are highly recommended to see your preferred bulk-billing doctor. However, patients can be seen on a walk in basis, incurring a private fee. A standard consultation is 15 minutes long. In this time, our doctors can generally deal with only one matter. Long consultations can be booked upon the doctors' recommendation. Please advise our receptionists if you would like an extended consultation.

## **After Hours**

If you require after hours medical assistance of a non-urgent nature, please call the National Home Doctor Service on **13 SICK** or **13 7425** for a bulk-billed appointment.

In case of a medical emergency please contact 000.



## **Bulk-Billing Policy:**

Patient's with a valid Medicare card will be bulk-billed for their booked consultation Monday—Friday.

Walk in appointments are available, however they will incur an out-of-pocket fee.

Any consultations requiring additional services may be charged a procedural fee between \$10 - \$80.

Your doctor will explain any additional costs to you and obtain your consent prior to any treatment.

## **Private Patients**

Patients without a valid Medicare card or without a booked appointment will be charged the following fees for a consultation:

Weekdays: \$78 - \$160

Weekends: \$78 - \$210

Public Holidays: \$90 - \$210

Consult fees are determined by the length and complexity of your consult.

A full price list for consultations, common procedures and vaccines is available at reception.

## **Cancellation and Non— Attendance Fees**

If you are unable to attend your booked appointment, please advise the reception team as soon as possible.

We require at least 1 hours notice to cancel a GP appointment and 24 hours notice to cancel an allied health appointment.

Cancellations that do not meet the required notice period will be subject to a non attendance fee.

## **No Animal Policy**

Pets are not welcome in the medical centre, with the exception of approved service animals.

## **Pathology Collection**

For your convenience, there is a full on-site pathology collection service, including blood and other specimen collection.



Monday - Friday: 8am - 1pm

Saturday: 9am—1pm

## **Test Results**

Test results will not be given over the phone.

Our doctors request that you attend the centre for your results. This ensures the appropriate follow-up care is provided.

## **Recalls and Reminders**

We routinely call patients regarding follow-up consultations and assessments.

Patients also have access to the diabetic register, pap smear register, bowel screening register, health assessments and management of chronic diseases.

Once registered, patients are routinely recalled. You may advise your doctor if you wish to opt out of this service.

## **Phone contact with Doctors**

Please be aware that our doctors do not offer phone consultations.

We recommend making an appointment to discuss any health issues with your GP. If you have a non-urgent matter you wish to discuss, you may leave a message with reception.

## **No Smoking Policy**

Smoking is not permitted inside or around the building.