

### After Hours

Phone: **1300 HOME GP** or **1300 466 347** – In an emergency, ring 000 for an ambulance.

### Practice Fees

We are a bulk billing Practice which means if you have a current Medicare Card then you will be bulk billed today = no out of pocket cost. If you do not have a current Medicare Card there will be a charge payable today via either Eftpos or Cash.

Standard	\$62.00
Long	\$82.00
Extended	\$120.00

### Appointments

The Practice prefers to run by appointments which are made at 15 minute intervals. Please advise our Receptionist if you require a longer consultation time or book a long appointment on our HotDoc Bookings app.

### Preferred GP

When making an appointment we encourage you to request your preferred doctor and will endeavour to accommodate you. In the case of an emergency please understand that you may be unable to see your preferred doctor but be assured that another doctor will have full access to your medical file.

### Home Visits

Home Visits are available at the discretion of the Doctors.

### Reminder System

Our Practice is committed to preventative care. Unless you specify otherwise, you will be registered to receive a reminder notice regarding health care services appropriate to your care through our HotDoc app.

### Cultural Background

The Practice encourages patients to advise their doctor of their cultural background. This assists our Practice in providing you with the utmost quality care, and to provide any resources that may be available to assist in your treatment.

### Translation Services

Our Practice welcomes patients from all cultures and backgrounds. If language is a problem, we encourage you to bring a member of your family or we can organise a translator if given prior notice of before your appointment. Translating and Interpreter Service (TIS). Phone: 1300 575 847.

The Doctors at this Practice speak English, Hindi, Tamil, Telugu and Burmese. Dr Linn understands Mandarin.

National Auslan Interpreter Services (NABS) Phone: 1800 246 945. Monday to Friday 8am till 6pm. 2 hours minimum booking \$249.50. After hours and weekends 2.5 hours minimum booking \$311.88.



**G02 / 25 RAILWAY ROAD QUAKERS HILL \*(OPPOSITE TO QUAKERS HILL STATION) NSW - 2763**

### **Repeat Prescriptions, Referrals and Test Results**

We are NOT PERMITTED by law to backdate medical certificates and referrals. Doctors in this Practice are experienced at handling all common health problems. When necessary, they are able to draw an opinion from Specialists, and if necessary, refer you for further investigations. You can discuss this openly with your doctor. Please make sure you have adequate prescriptions on hand at all times and book early appointments to avoid running out of medication.

### **Request for Personal Health Information**

Patients are able to access their health information. An appointment can be made with the doctor of your choice to discuss this request.

### **Waiting Times**

Nobody likes to be kept waiting. Despite our best intentions, we sometimes run late. This is because we have experienced an unexpected emergency or we may be dealing with a consultation that is taking longer than expected. Be assured that when it comes to your consultation time with the doctor, they will give you the time needed. Thank you for your consideration and support.

### **Patient Identification, Emergency Contact & Next of Kin Details**

We will confirm your identification at each contact with the Practice, this is to ensure we have your up to date information and to ensure it is **your** Health Record that is opened and not a patient with a similar name or date of birth. This is **NOT** because we do not know you, it is to ensure we connect you with your correct health record and to maintain the privacy of your information and entries in our Practice.

We will also ask you to confirm your nominated Next of Kin & Emergency Contact Details. The reason for this is, in the case of an emergency or urgent contact being necessary, we are able to contact those you have nominated, should we not be able to contact you, the patient.

### **Medical Services**

Check-ups, family planning, antenatal, asthma, diabetes, heart check, vaccinations, driving medicals, travel vaccines, wound management and mental health care are some of our services offered.

### **Privacy**

Your medical record is a confidential document. It is the policy of this practice to maintain the security of your personal health information at all times. Railway Road Medical Centre abides by the *Privacy Act 1988 incorporating 13 Australian Privacy Principles (APPs) and the relevant health records legislation*. Railway Road Medical Centres' Privacy Policy is available to view on our website [www.railwayroadmedical.com.au](http://www.railwayroadmedical.com.au)

### **Phone Calls**

Railway Road Medical Centres' telephones are available during the hours of 8am till 8.30pm Monday to Friday. 8am to 6pm Saturdays and 8am to 12pm Sundays. A message will be taken if the doctor is with a patient, and your call returned at the earliest opportunity. If your call is an emergency, you will be triaged by our nurse, who will then contact the doctor immediately.

### **Emails**

Due to privacy issues no medical information or results will be forwarded via email. We also do not send or respond to emails from our patients.



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**Feedback**

Please ask to complete our 'Patient Feedback' form available at the Reception Desk. This is completely confidential and helps us to improve our services. If you feel your complaint has not been addressed appropriately, please feel free to contact the Health Care Complaints Commission.

The Commission's address and contact details are:  
Level 13, 323 Castlereagh Street, Sydney NSW 2000  
Ph: (02) 9219 7444 Fax: (02) 9281 4585  
Email : [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)



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