

Tahmoor 7 Day Medical Pty Ltd

Shop 9-16 Tahmoor Shopping Village, Tahmoor NSW 2573

Phone: 02 46 830800 Fax : 02 46 830880

ABN: 98152685259

Website: www.tahmoormedicalcentre.com

PATIENT INFORMATION

PRACTICE DOCTORS - Dr Makarious (workcover) Dr Govender Dr Forceville (female) Dr Boksic Dr Ledner
Dr Ninio (skin clinic) Dr Sor Dr Hathiramani Dr Prasad Dr Lily (female)

Services available include:

- * Check ups
- * Family Planning
- * Health Assessments
- * Skin Cancer Clinic
- * Nutritional & exercise advice
- * Minor Surgery
- * Pathology
- * Diabetes Facilitation
- * Pap smears
- * Vaccinations/Immunisations
- * Workplace & Personal Medicals
- * Chronic Disease Management

PRACTICE HOURS - Doctors are in attendance 7 days a week.

Monday 7.30am to 7.30pm

Tuesday 7.30am to 7.30pm

Wednesday 7.30am to 7.30pm

Thursday 7.30am to 7.30pm

Friday 7.30am to 7.30pm

Weekends 9.00 to 5.00pm

If the practice is unavoidably closed, signage will be posted.

Doctor attendance times vary and they may not necessarily be in attendance at 7.30am. Please check with reception in advance for Doctors attendance times.

APPOINTMENTS - We recommend appointments as this allows the doctors to organise their services in a more timely and predictable manner. To make an appointment contact us by phone on (02) 4683 0800 or come in to the medical centre and talk to our receptionists. Our appointment slots are at 10 minute intervals so please advise our staff should you require a longer appointment or more than one family member requires an appointment at the same time.

Doctors will always attempt to be on time but unpredictable circumstances can arise that may result in delays for patients with appointments. We ask that you please be patient if these circumstances arise. The reception staff will inform you if the doctor you are seeing is running late.

Emergencies will be triaged by our nursing staff, so please tell reception if you have chest pain, difficulty breathing, eye trauma or are having an allergic reaction. We are happy to see patients who have not made an appointment. However, estimated waiting times can vary depending on how full the appointment schedules are, the number of emergencies there are or if a doctor is unable to attend for unforeseen circumstances. Some days walk-ins can be seen quickly other days there are delays. Tahmoor Medical Centre management always tries to provide sufficient doctors to meet times of unpredictable and heavy demand for doctor services. We thank you for your patience in advance

FEES - This practice bulk bills all patients who have a current Medicare card or Veterans Affairs card. We also require your current Health Care Card, Pension or Seniors Card if you have one. If you do not have a current Medicare card a fee of \$50 on weekdays and \$70 on weekends will apply.

WORKCOVER - Initial Consultation for a work place injury without a claim number or acceptance of liability from your employer will incur a fee of \$178.50 and subsequent visits of \$73.00. Payment is required at time of consultation.

AFTER HOURS ARRANGEMENTS - The practice provides after hours service through Sydney Medical Service. If you require urgent medical attention, please phone (02) 8724 6300 OR 1300 466 347.

HOME VISITS - Are available for regular patients of the practice whose condition prevents them from attending the surgery. Home visits are not available if there is only one doctor on duty at the time. Home visits are not normally bulk billed. The fee for a home visit between 8.30am to 5.00pm is \$150.00, payable at the time of the visit. After hours home visits will be charged at a fee of \$300.00.

TRANSFER OF RECORDS - To transfer your records to another doctor surgery, we require a fee of \$30.00 for individuals or \$70.00 per family. Payment is to be made before records are transferred.

TELEPHONE ACCESS TO YOUR DOCTOR - Doctors may be contacted during surgery hours. If your doctor is with a patient a message will be taken and your call returned when the doctor is free.

RESULTS - will NOT be given over the phone. You will have to make an appointment to see your doctor to get results.

PLEASE ADVISE THE RECEPTIONIST IF YOUR CALL IS URGENT OR YOU HAVE AN EMERGENCY.

PATHOLOGY COLLECTION HOURS - Lavery pathology is open Monday to Friday from 7.30am to 5.00pm and Saturday from 8.00am to 1.00pm. Please note, Lavery is closed on Sundays.

REMINDER/RECALL SYSTEM - Our practice is committed to preventative care. We have a reminder system in place and may issue you with a reminder notice from time to time. If you do not wish to receive a reminder notice regarding your medical care, please inform reception staff or your doctor.

PRIVACY & CONFIDENTIALITY - Your medical records are private documents. It is part of the policy of this practice to maintain security of your personal health information and to ensure that this information is only available to authorised members of staff.

COMPLIMENTS/COMPLAINTS - We appreciate all positive or negative feedback from our patients. Complaints should be in writing and addressed to our Practice Manager. Alternatively, you can contact the Health Complaints Commission - 1300 363 992

ALLIED HEALTH ALSO LOCATED HERE –

- * Phil Newton – Physiotherapist
- * Dane Cartwright – Podiatrist
- * Nicole Milatos – Psycholo
- * Dietitian
- * Exercise Physiologist
- * Occupational Therapist
- * Free Hearing Clinic
- * Chronic Disease Management Nurse
- * Cardiologist
- * Orthopaedic Surgeon
- * General Surgeon