

FAMILY MEDICAL PRACTITIONERS

All our general practitioners are committed to providing you with comprehensive and continuous care for you and your family. Our GPs include:

- Dr Tania Chin
- Dr Anne Lee
- Dr Helena Berenson
- Dr Nicholas Loukakis
- Dr Nick Dutton
- Dr Shilpa Shajan
- Dr Alice Muspratt
- Dr Erica Danieletto
- Dr Kirsty Wallace Hor
- Dr Ata Eshragi
- Dr Alison Kennedy

ALLIED HEALTH PRACTITIONERS

Please note that allied health appointments will incur an out-of-pocket fee. For more information, please ask our friendly reception team. Our Allied Health Practitioners include:

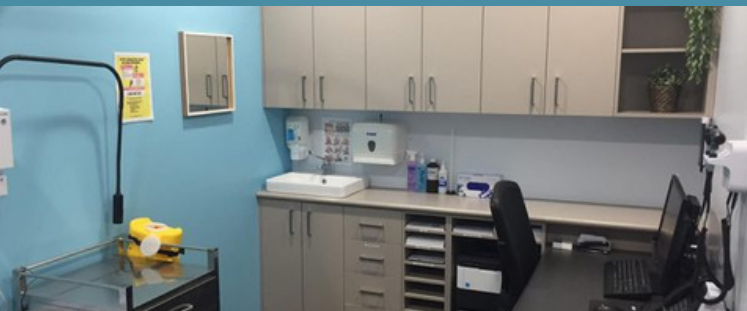
- Psychologist - Rina Daluz
- Psychologist - Parvani Pinnewala
- Chiropractor - Carole Do
- Physiotherapist - Jessica McDonald
- Dietitian - Jess Perrone

PRACTICE SUPPORT STAFF

Our administration staff are happy to help with any enquiries you may have. Our Practice Support Staff include:

- Practice Manager - Rachel
- Practice Nurses - Jordan
- Medical Administrator - Dora
- Receptionists - Talesha, Rose

For more information about our practitioners, nursing and administrative staff including their qualifications and special interests, we encourage you to view our website or contact us.



ABOUT US

Harold Park Medical Centre proudly commenced practice in October 2016. We are passionate about providing quality medical care to individuals and families within the local community.

Our vision is to provide quality holistic healthcare that is accessible to all. As part of our vision, we have a wide range of medical and allied health services available.

ACCREDITATION

Our practice is a fully accredited General Practice.

What does this mean for you?

We implement security measures to keep your medical records safe. Our medical instruments are sterile to ensure safety from infection. We keep vaccines at the right temperature, so they work the first time, every time. We meet the Royal Australian College of General Practitioners (RACGP) Standards.

PATIENT RIGHTS

As a patient of this practice, you have the right, and are encouraged to participate in decisions about your healthcare.

HOME VISITS

Some visits are available for patients whose conditions prevent them from attending the surgery.

ONLINE BOOKINGS

Online Bookings can be made via our online booking system/ app - HotDoc.

REFERRALS AND ENGAGING WITH OTHER SERVICES

Our practice regularly engages with local health services such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

 **HAROLD PARK
MEDICAL CENTRE**

SERVICE INFORMATION BOOKLET



Please take the time to read this Service Information Booklet to familiarise yourself with the comprehensive services provided by Harold Park 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.

CONTACT

12B/1 Dalgal Way, Forest Lodge NSW 2037

Tel: 02 9056 8888 | Fax: 02 8317 4716

info@haroldparkmedicalcentre.com.au

www.haroldparkmedicalcentre.com.au

OPENING HOURS

Monday - Friday: 8am - 6pm

Saturday, Sunday & Public Holidays:
9am - 1pm



APPOINTMENTS

We recommend that you book to see your preferred doctor. A standard consultation is **15 minutes**. In this time, our doctors can generally deal with one matter.

Long Consultations can be booked upon the doctors' recommendation. Please advise our receptionists if you would like an extended consultation. To make an appointment with one of our GPs, you can either book online via our online booking system, or by calling and speaking with one of our friendly receptionists.

AFTER HOURS AND EMERGENCY CARE

If you are an existing patient of the practice and require after-hours medical assistance of a non-urgent nature, please call **0491 837 158**.

A private nonrefundable fee of \$200 applies to all after-hours telehealth consultations. Home visits will be at the doctors' discretion and may incur additional fees. A staff member will contact you on the next business day to process payment.

In a medical emergency, please contact 000.

SERVICES

We offer a comprehensive range of services, including:

- Skin checks
- Chronic disease management
- Preventative health checks
- Family planning advice
- Antenatal shared care
- Women's health
- Men's health
- Counselling
- Travel medicine
- Immunisations/ Vaccines
- Pre-employment medicals
- Insurance medicals
- Worker's compensation
- ECG
- Spirometry
- Mirena and Implanon Insertion/Removal

VISION IMPAIRED

Information is provided verbally by our reception. Please inform our reception staff if you require any assistance.

NO SMOKING POLICY

Smoking is not permitted inside or around the building.

TRANSLATORS

If you require a translator during your consultation, 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.

FEEDBACK

We take pride in our services and welcome any feedback you may have. Please feel free to discuss any concerns you may have with your doctor or our Practice Manager.

Other ways you may provide our practice with feedback include leaving us a Google Review, providing feedback via our practice feedback box (located at our reception desk) or by sending us an email.

We also invite you to join us on Facebook to keep updated with our latest news and provide feedback on your experiences with us: facebook.com/haroldparkmedicalcentre

More serious complaints can be directed to the Health Care Complaints Commissioner:
Locked Bag 18, Strawberry Hills 2012
Tel: 02 9219 7444

RECALLS AND REMINDERS

Our practice is committed to preventative healthcare. You can register to receive healthcare reminders appropriate to your care. This means that we will routinely send recall and reminder SMS messages to patients regarding follow-up consultations and preventative health care measures/ campaigns.

TEST RESULTS

If you have been referred for a test, we recommend you make a follow-up appointment with your GP within three (3) days. Test results will not be given over the phone as our doctor's request that you attend the centre for any results to be given. This ensures appropriate follow-up care is provided.

Any urgent matters will be dealt with in a timelier manner.

PATHOLOGY COLLECTION

There is a full on-site pathology collection service, including blood and other specimen collection.

Monday, Wednesday and Friday: 8am - 1pm

YOUR PERSONAL HEALTH INFORMATION

Our practice is committed to maintaining the confidentiality of your health information.

Please refer to our Privacy Policy for more information. This statement is available at reception.

PRIVACY POLICY

Harold Park Medical Centre is committed to ensuring our patient's personal information is professionally managed in accordance with all Australian Privacy Principles. (Current as of 12/12/2023).

Our Privacy policy is revised regularly in line with the Oaic legislation. Please refer to our Privacy Policy for more information. This statement is available at reception.

FEES AND BILLING ARRANGEMENTS

All pre-booked weekday appointments will incur a gap fee of approximately \$90 (T&C apply).

Please see our friendly reception team for more information on our current fee schedule.

BULK BILLING POLICY

Patients who hold a valid Concession/ Health Care Card will continue to be bulk billed as well as children <16 (not applicable on weekends).

Please present your Concession card/ Health Care Card at reception to enable bulk-billing.

WALK-IN APPOINTMENTS

Our GPs are always happy to see walk-in patients. If you are a walk-in patient, you will be allocated to the first available GP and will usually be required to wait. Please be advised that this appointment type will incur a fee. For more information on our current fee schedule, please see our friendly reception team.

CANCELLATION & NON-ATTENDANCE FEES/ POLICY

If you are unable to attend your booked appointment, please advise our reception team as soon as possible. We require at least 2 hours' notice to cancel a GP appointment and 24 - 48 hours' notice (depending on the provider) to cancel an allied health appointment. Fees start from >\$40.00 for appointments that do not meet the required notice period.

COMMUNICATION/ TELEPHONE POLICY

If you are phoning the practice because you would like to speak to your doctor, please note that our reception staff will not be able to interrupt the GP mid-consult unless your query is of an urgent nature. Therefore, our reception team will take your details and pass them onto the doctor on your behalf. We endeavor to respond to your enquiry as soon as possible.