

Management of Personal Health Information Systems

Patients' personal health information is confidential and is kept in accordance with the RACGP Standards for the Management of Personal Health Information. Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with the privacy legislation.

After Hours

When you need a doctor and our surgery is closed please call (02) 9676 5585 and advise the after- hours Doctor that you are our patient.

Appointments

Our practice is predominantly a walk in practice to ensure you will always be able to see a doctor at any time. Longer appointments are available upon request. Please call to see when an appointment can be made for you.

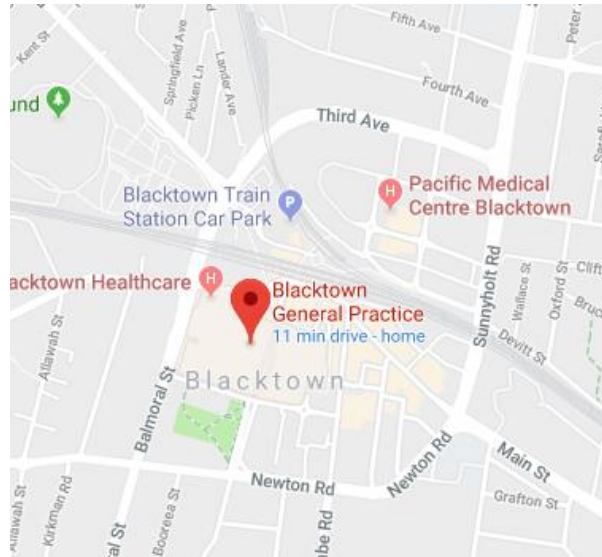
Home Visits

Home visits can be arranged with your regular GP in exceptional circumstances if discussed and agreed upon with your doctor.

Interpreting services

We are very fortunate to have a very diverse range of nationality's working with us; we have staff on site that can speak the following languages:

Creole, French, Hindi, Mandarin, Punjabi, Sinhalese and Urdu. However, we are able to provide an Interpreter Service if the language you desire is not listed.



Western Imaging Group



Blacktown General Practice

Operating Hours:

| | |
|------------------------------|-----------------------|
| Monday to Wednesday & Friday | 8:00am - 6:00pm |
| Thursday | 8:00am - 7:00pm |
| Saturday | 8:30am - 4:00pm |
| Sunday | 10:00am - 4:00pm |
| Public Holiday | Please call for times |

Westpoint Blacktown

Suite 3101, 17 Patrick St, Blacktown NSW 2148

Phone (02) 9676 5585 Fax (02) 8814 8913

Email : BlacktownGeneral@gmail.com

www.medwest.co



Test Results

If you have been referred for a test, please ensure you contact us to see when your results are back and when you should consult for your results.

Reminder System

This practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system kindly advise the reception staff.

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 to plan and facilitate optimal patient care.

You're Rights

If you have a problem we would like to hear about it, please feel free to talk to your doctor or receptionist.

You might prefer to write to us or send us an email BlacktownGeneral@gmail.com

We take your concerns suggestions and complaints seriously.

However, if you wish to take the matter further, and feel that you want to discuss the matter outside the surgery. You may contact the Medical Registration Board medicalboard.gov.au or Healthcare Complaints Commission hccc@hccc.nsw.gov.au

Patient feedback is always welcome, please speak to a member of our clinical team or the administration staff if you have any suggestions.

Fees & Billing

Most services are bulk billed if you are a Medicare Card holder or have the appropriate referral (With exceptions to some services) please call for details.

Patients who do not hold eligible Medicare or DVA entitlements are required to pay an \$80 fee for GP consultations (including phone consultations) which may be refundable if

A longer consultant may be required for some appointment; this can be arranged by calling reception on the morning of your intended appointment and explaining your circumstances to reception staff

Telephone Policy

Should you need to speak to your GP, it is our policy not to interrupt another patient's consultation. Your name will be placed in the doctor queue and your call returned when the doctor is available.

Please ensure that you confirm your details with reception staff so that they can ensure that the doctor will return your call as soon as possible.



Doctors

Dr Andrew Co'Burn

Dr Asela Don

Dr Yang Wang

Dr Esther Sin

Dr Muawar Amajd

Dr Wah Wah San

Dr Kalyani Chandrasoma

Dr Mulkut Kazmi

Dr Emily Kong Kam Wa

Dr Neeta Jain

Specialist Paediatrician

Dr Gilda Bona Cruz-Kazzi



Our Doctors at Blacktown General Practice offer a large range of services including; women & children's health, Immunisations, family planning, skin cancer prevention and treatment, minor surgery's for skin tags, moles and ingrown toe nail removal, blood tests including HBA1c and on the spot INR testing.

We also provide the following specialised services by appointment if you call our friendly receptionists;

- Dietitian
- Exercise physiologist
- Physiotherapists
- X-rays
- ECG's
- Psychologists
- Chiropractor
- Podiatrist
- Pediatrician