

## 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 1300 466 347 or (02) 8724 6300 and advise the operator 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: Arabic, Mandarin, Hindi and Punjabi.

However, we are able to provide an Interpreter Service if the language you desire is not listed.



# Ashfield General Practice

### Operating Hours:

Monday to Friday 8:00am - 6:00pm

Shop 71, Level 4, Ashfield Mall  
260 Liverpool Road  
Ashfield NSW 2131

Phone: (02) 9797 7555

Fax: (02) 9799 0832

Email: [ashfieldgp@hotmail.com](mailto:ashfieldgp@hotmail.com)

[www.medwest.co](http://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. We cannot give results over the phone.

## 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 [ashfieldgp@hotmail.com](mailto:ashfieldgp@hotmail.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](http://medicalboard.gov.au) or Healthcare Complaints Commission [hccc@hccc.nsw.gov.au](mailto: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 without Medicare are required to pay a \$70 fee which is refundable if you have private health insurance or travel insurance

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. A message will be forwarded to the doctor and your call returned when the doctor is available.

When leaving your message, please give the receptionists as much detail as you feel comfortable with as the reception may be able to help you with your inquiries.



### Our Female

Dr Amika Jangwal	Mon to Fri 8:30am- 3:30pm
Dr Daisy Dai	Mon 8am-3pm
	Fri 8am-5pm
Dr Hemalatha Birra	Mon – Thu 8am – 6pm

### Male Doctors

Dr Dachuan Guo	Mon 9am - 2pm
	Fri 9am - 6pm

### Allied Health Professionals (by appointments only)

Dean Foley	Clinical Audiologist
Xue Guo	Dietitian
Che Zhang	Physiotherapist
Nasser El-Najjer	Podatrist



Our Doctors at Ashfield 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.