

## MANAGER & CLINIC STAFF

Practice Manager - Lucy Brybag

### Registered Nurses

Jillian Vidad, Angela Phillips, Erica Haywari, Mary Karganilla, May Montales and Alfie Cammish

## PATIENT HEALTH RECORDS

All of our patients Health Records are stored electronically with Medical Director. Should you require a transfer of medical information please see reception staff for more information.

## 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.

## MISSION

Rooty Hill Medical & Dental is dedicated to providing its patient with our utmost care. Your well-being and health is our first priority and our staff are here to help at all times.

## APPOINTMENTS

Our practice is predominantly a walk in practice to ensure you will always be able to see a doctor at any time. Some of our doctors do offer appointments to see them. Please advise if you need a longer appointment time.

## AFTER HOURS

When you need a doctor and our surgery is closed please call 02 9625 3411 and speak to the after-hours doctor available (for current registered patients of the practice).

## 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:

Mandarin, Arabic, Cantonese, Persian, Vietnamese, Tagalong, Urdu and Punjabi.

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

# Rooty Hill Medical & Dental Centre

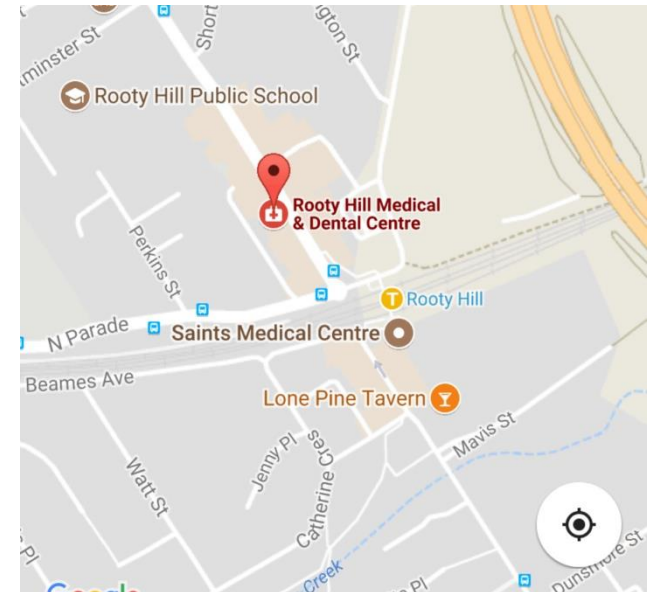
31 Rooty Hill Road North

Rooty Hill NSW 2766

Phone (02) 9625 3411 Fax (02) 9832 3928

Email reception on: [rootyhillmedical@gmail.com](mailto:rootyhillmedical@gmail.com)

Monday to Friday	8am - 8pm
Saturday & Sunday	8am - 5pm
Public Holiday	9am - 5pm



## 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

We have a recall system for outstanding results and appointment reminders. Please ensure your contact details stay up to date.

## 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, the manager or receptionist.

You might prefer to write to us or send us an email [rootyhillmedical@gmail.com](mailto:rootyhillmedical@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](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.

A longer consultant may be required for some appointments, 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's queue for the doctor to call you back when they become 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.

## 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.

Overseas patients are required to pay a \$80 fee which is refundable if you have private health insurance or travel insurance. Phone consultations also attract a fee if a valid Medicare Card or Veterans Card is not available.



## Male Doctors

Dr Yang Wang

Dr Tan Nguyen

Dr Thao Minh Quach

Dr Khaled Etri

Dr Rana Sharif

Dr Payam Bahrapour

Dr Sivas Govender

Dr Syed Yasir Naqvi

## Female Doctors

Dr Vivian Morian

Dr Danish Shojai

Dr Eliza Yu

Dr Qamar Rizvi

Dr Samsia Hassan



Our Doctors at Rooty Hill Medical & Dental Center 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. Please call our friendly receptionists for more details regarding:

Dietitian

Physiotherapists

X-rays

ECG's

Psychologists

Dentists

Podiatrist

Workers compensation