

EASTBROOKE BELROSE FAMILY PRACTICE

Patient Information Sheet

**1/54 Glen Street**  
**Belrose NSW 2085**  
**Phone: (02) 9452 5082**  
**Fax: (02) 9972 7237**

**Practice Hours**

Monday - Tuesday:	8.30am – 5pm
Wednesday:	8:30am – 6pm
Thursday - Friday	8.30am – 5pm
Saturday:	8.30am – 12.30pm
Sunday:	Closed
Public Holidays:	Closed

**About Our Medical Centre**

Eastbrooke Belrose Family Practice offers a wide range of general practice services including, minor surgery, cryotherapy, gynaecological examinations, ECG, spirometry and insurance/RTA medicals. The Doctors here have long standing relationships with local Radiology, Pathology and Allied health services. We can offer a sound knowledge base of Specialist Doctor's when a referral is required and are happy to discuss this at consultation.

Private hospital admission can be arranged through the practice if required. We visit several nursing homes and hostels in the area, specifically Wesley Gardens and Terrey Hills Nursing Homes. Dr Simonian and Dr Goldsmith are participating Doctors at the RNSH Shared Antenatal Care Program and can assist in Antenatal Care for women who wish to attend RNSH as a public obstetric patient.

**Appointments with your Doctor**

Please ring 9452 5082 for an appointment. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 15 minute intervals. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available so please ask our receptionists if you require some extra time. Same day appointments are available if you become unwell overnight and they are best made between 8.30am and 9.30am to ensure you can be fitted in on the day.

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## Online Appointment Bookings

If you are already a patient of the Eastbrooke Belrose Family Practice you can use our online booking service 24 hours a day through our website: [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au)

## Private Fees and billing arrangements

Standard Consultation	\$78.00
Long Consultation	\$118.00
Prolonged Consultation	\$151.85
Home Visit (Standard)	\$150.00

Payment is expected at the time of consultation. We have facilities for Eftpos, Mastercard and Visa. Some services are subject to GST. These are services that are required for a third party and not directly for your own healthcare, such as insurance medicals. Please ask our reception staff if you have any questions.

## After Hours

If medical attention is required outside operating hours, a telephone call to the Eastbrooke Belrose Family Practice on (02)9452 5082 will automatically direct you to National Home Doctor Service.

## Home Visits

Home visits are available for regular patients who are unable to attend the surgery. They are usually made during the midday break, so please give the appropriate notice.

## Telephone Access

Doctors in the Medical Centre may be contacted during normal operating hours. If the doctor is with a patient, the reception staff will take a detailed message and forward this onto the doctor as soon as possible.

In an emergency, your call will always be put through to either the doctor or nurse.

## Parking and Disabled Access

Ample car parking is available on the Street and in the shopping centre car park.

## Your Feedback and quality Assurance

We have a feedback box on the window seal of the reception area. We take your feedback very seriously and will try to improve on any recommendations made by our patients.

## Reminders System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception know.

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## Acquiring Scripts and referrals

At consultation enough prescription medication is given to last 6 months or until the next recommended review.

Exceptions may be made if the Doctor has seen the patient within the last 2 weeks, but will be at the discretion of the Doctor.

This also applies to referrals to specialists. Legally these must be written before the specialist appointment. Please check when making your regular specialist appointments if a new referral is required.

Specialist referrals written by your GP will last for 12 months from date of referral and 3 months if written by a specialist from date of referral.

An appointment will be required at all times when the Doctors at the Practice have not seen the patient for the condition mentioned in the referral.

## Nursing Support

We have nursing support Monday to Friday. Times can vary on different days. Please call for an appointment.

Appointments for the nurse can NOT be done through the online booking service.

## Translating and Interpreting Service

If you or a family member requires an interpreter we can organise this for you. Please let us know when you make an appointment.

A pre-booked telephone interpreting service can be set up in conjunction with your consult with all of our doctors.

## Medical Records and Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and ensure this information is only available to authorised members of staff.

Eastbrooke Medical Centres complies with the Privacy Act 1988 and the Australian Privacy Principles 2014 including the way we collect, store, use and disclose health information.

For more information, please ask for a copy of our Privacy Policy Statement at reception. Should you require access to your medical information held by this centre please discuss this with your Doctor or the Practice Manager.

## Your Rights

If you have a problem with any aspect of the service you receive at our medical centre we are keen to hear about it. We take your concerns, suggestions and complaints seriously. Please speak to the Practice Manager or your doctor to discuss your concerns. If you prefer to write to us please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Centre. However, if you feel the need to discuss a matter outside of the Medical Centre, you may contact the Health Care Complaints Commission.

The contact details are:

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Health Care Complaints Commission  
Locked Mail Bag 18  
STRAWBERRY HILLS NSW 2012  
Phone: (02) 9219 7444  
Fax: (02) 9219 7555  
This practice has a no smoking policy.

## OUR DOCTORS

### Dr Helen Pacey M.B.,B.S. – Taking New Patients

Dr Pacey graduated from Sydney University in 1986. Helen trained and worked as a resident at RNSH. She furthered her post grad study at RAH for Children, and completed the family medicine program training. Dr Pacey is available on Monday, Wednesday and Thursday from 8.30am as well as one Saturday on a rotation basis.

### Dr Monica Goldsmith M.B.,B.S. – Taking New Patients

Dr Goldsmith graduated from UNSW in 1984. Monica worked as a resident at St Vincent's Hospital and the Royal Hospital for Women. She has completed the Family Medicine Program, Family Planning Course and obtained a diploma in Obstetrics. Dr Goldsmith has a special interest in women's health and does shared antenatal care with Mona Vale Hospital for patients in this area. Dr Goldsmith is available on Monday, Wednesday and Friday from 9am, as well as one Saturday on a rotation basis.

### Dr Derek Hadwen M.B.,B.S. FRACGP D.C.H.(Dip. Of Child Health) – Taking New patients

Dr Hadwen trained in General Practice, has extensive hospital experience including Mona Vale Hospital Emergency Department and Gosford Private Hospital Rehabilitation Unit, and was a Senior Medical Officer with the Australian Red Cross Blood Service. He is a Fellow of the Royal Australian College of General Practitioners and has a Diploma of Child Health. Dr Hadwen's clinical areas of interest are Aged Care Paediatrics' and Chronic disease management. Dr Hadwen is available on Monday, Tuesday, Thursday and Fridays as well as one Saturday on a rotation basis.

### Dr Christel Romano M.B.,B.S. FRACGP FPA Cert. ACNEM 1' – Taking New Patients

Dr Romano graduated from Sydney University in 1991 and has spent the last 25years in General practice on the Northern Beaches, A & E Mona Vale, Manly and Sydney Adventist Hospitals and in the UK. She recently completed a Nutritional and Environmental Medicine course with ACNEM. Dr Romano has special interests in Women's Health, Pediatrics and Nutritional Medical. Dr Romano is Tuesday and Saturday.