

Patient Information Sheet

112-116 Main Street
Blacktown NSW 2148
Phone: (02) 8834 0222
Fax: (02) 8834 0233



Practice Hours

Monday	7.00 am - 7.00 pm
Tuesday - Friday:	7.00 am - 6.00 pm
Saturday:	8.30 am - 2.30 pm
Sundays:	9.00 am - 1.00 pm
Public Holidays:	CLOSED

About Our Medical Centre

Eastbrooke Blacktown GP SUPER CLINIC is located at 112-116 Main St Blacktown. The Centre offers patients comprehensive care, with onsite Pathology, X-Ray, Physio and Audio clinic. The medical centre has a number of male and female GPs in addition to visiting Specialists. Patients are able to visit doctors by appointment or walk in. The centre is open 7 days a week.

Eastbrooke GPs have an interest in Men's, Women's and Children's health in addition to chronic disease management and preventative care. The centre is also equipped to deal with work based injuries and return to work programs.

Our treatment room is staffed with Registered Nurses with many years of practice nursing experience. We also have a number of allied health providers including nutritionist on site.

Appointments with your Doctor

Please ring 8834 0222 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.

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

Online Appointment Bookings

If you are already a patient of Eastbrooke Blacktown GP Super Clinic you can use our online booking service 24 hours a day through our website: www.eastbrookemedical.com.au

Fees and billing arrangements

The GP'S at this practice bulk bill all in hours consultations. If you are covered by Medicare or Veterans Affairs and present your current card on arrival for your visit, there will be no charge. If Medicare or Veterans Affairs does not cover you, you will be charged a consultation fee payable at the time of consultation as shown below.

Most specialist consultations are privately billed, please check with reception staff when you make your appointment. We accept cash, eftpos , mastercard and visa credit cards.

There are some consultations that cannot be bulk billed and these include such things as:

- Workers Compensation
- Pre-Placement Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare /Veterans Affairs
- Some specialists consultations

Where patients do not have a Medicare card, the in hours consultation fee is \$81.00 (8.00am - 6.00pm weekdays and 8.00-12.00 Saturdays) and \$148.00 out of hours (all other times).

Our Clinic may also require a patient out of pocket fee for procedures and dressings for private patients.

This will be communicated to you via our Doctors and Nursing staff at the time of consultation.

Cancelling and failing to attend appointments (Specialist & Allied Health only)

If you are unable to attend your appointment with a specialist or allied health provider please contact the centre on (02)8834 0222 no less than 24 hours prior to your appointment to cancel. Failing to cancel or attend your appointment will result in a \$50.00 fee being charged.

After Hours

If medical attention is required outside operating hours, a telephone call to the Medical Centre on (02)8834 0222 will put you in contact with our after hours care we have organised with Sydney Medical Service who are an accredited medical deputising service.

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the Medical Centre. Please discuss fees and billing arrangements with your doctor.

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

Car parking available on level 3, plus 3 disabled parking spaces available. Ample car parking is also available nearby with separate parking bays allocated to our disabled patients.

Your Feedback, Quality and Improvement

We have a feedback form and box located on the reception desk for patients to provide feedback. We take your feedback very seriously and will try to improve on any recommendations made from 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 know. We also participate in the State/Territory reminder system.

Results

If your Doctor has requested any tests such as X-Rays or Pathology we strongly advise you to come back and discuss the results with your Doctor.

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 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:

Health Care Complaints Commission
Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012

Minor Operations

In addition to standard Medical Centre service, we also offer a range of minor operations including diathermy, cryotherapy suture lacerations and minor surgery. All our surgical instruments are sterilised to prevent cross infection.

This practice has a no smoking policy.

OUR SERVICES

- General Practitioners
 - Pathology
 - Pharmacy
 - Dentist
 - Exercise Physiologist
 - Specialists
 - X-Ray
 - Hearing Centre
 - Health Club
 - Injury Management
 - Physiotherapy
 - Travel Clinic
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