

# eastbrooke | medical centres

## EASTBROOKE MEDICAL CENTRE SOUTHERN HIGHLANDS - BOWRAL

### PRACTICE INFORMATION SHEET

#### Contact Information:

4-10 Funston Street

BOWRAL NSW 2576

Phone: (02) 4862 7666

Fax: (02) 4862 7655

Email: [admin.bowral@eastbrookemedical.com.au](mailto:admin.bowral@eastbrookemedical.com.au)

Online Bookings: [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au)

#### Practice Hours:

Monday to Friday: 8:00 AM - 5:00 PM

Saturday: 9:00 AM - 2:00 PM

Sunday and Public Holidays: Closed

#### About Our Medical Centre Services:

Eastbrooke Medical Centre Southern Highlands offers the local community a range of comprehensive health and medical services. Our professional team of GP's and Registered Nurses provide a comprehensive range of medical services including but not limited to:

Women and Children's Health Clinics

Diabetes Clinics

Health Assessments

Immunisations

Chronic Disease Management

Minor Surgery

Venesection

Pathology Services

Geriatric Care

Iron Infusions

Diving Medicals

Heavy Vehicle Truck Licence Medicals

Workcover and return to work Programs.

Cosmetic Medicine

Asthma Clinics

Family Medicine

Antenatal, Postnatal and Paediatric care

Mental Health

Skin Cancer Checks

Sports Medicine,

Men's Health Clinics

Travel Medicine

Pre-employment medicals/ Drug and Alcohol

RMS Driving Medicals

Aviation medicals approved and endorsed by CASA.

#### Minor Operations

In addition to standard Medical Centre services, we also offer a range of minor operations including diathermy, cryotherapy, suture of lacerations and skin cancer removal surgery. All our surgical instruments are sterilized according to standards.

#### Appointments with your Doctor

The preferred booking method is online however if you are a new patient, require the nurse or a long appointment, please ring (02) 4862 7666. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 15-minute intervals. Longer consultations are available, please inform the receptionists if you require extra time. 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. If you or a family member requires an interpreter, we can organise this for you. Please let us know when you make an appointment.

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## Online Appointment Bookings

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

## Fees and billing arrangements

Universal bulk-billing is not financially viable and would mean this practice could not provide quality service. However, we may use bulk-billing and concession fees to aid the disadvantage, multiple family consultations or prolonged treatment programs and children under 16 years. Procedures may incur higher or different fees.

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

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

- Workers Compensation
- Pre-Employment Medical Examinations
- Insurance Medicals
- Providing services to people not covered by Medicare /Veterans Affairs
- Some specialist's consultations

The standard consultation fee is \$90.00 (8.00am - 5.00pm weekdays) and \$110.00 - \$200.00 on weekends and out of hours (all other times).

	Private	Concession	Rebate (Medicare)
Standard Consultation	\$90.00	\$75.00	\$38.20
Consultation 20-30 mins	\$165.00	\$150.00	\$73.95
Long Consultation > 40 mins:	\$205.00	\$190.00	\$108.85
Weekends STANDARD Consult (9:00am – 1:00pm)	\$90.00	\$75.00	\$38.20
Weekends STANDARD Consult (1:00pm onwards)	\$110.00	\$95.00	\$49.80
Weekends LONG Consult (9:00am – 1:00pm)	\$165.00	\$150.00	\$73.95
Weekends LONG Consult (1:00pm onwards)	\$180.00	\$165.00	\$85.30

## Treatment Room Fee's Private Patients

Due to increasing consumable costs and the Government freeze on Medicare we are no longer able to absorb the ongoing costs for Wound Care Products. Minimum fee is \$5.00 and a maximum of \$50.00 dependent on wound care required. Please feel free to ask the nurse if you need further information.

## After Hours

If medical attention is required outside operating hours, a telephone call to the Medical Centre, on (02) 4862 7666 will advise you of our accredited after-hours care organisations – GP Helpline 1800 022 222 or South Western Sydney After Hours on 02 4861 6433 located in Jude Street Bowral.

## 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

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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 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.

## **Reminder 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.

## **Results**

If your doctor has requested any tests such as X-Rays or Pathology the doctor will read the report and then if he/she requires you to return to discuss these results the nurse will contact you and ask you to come in for another appointment. Results will not be given over the phone so please make an appointment if you wish to discuss your results with the 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 Centre Southern Highlands 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 Current 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, the email contact is [pm.southernhighlands@eastbrookemedical.com.au](mailto:pm.southernhighlands@eastbrookemedical.com.au) 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  
Phone: (02) 9219 7444  
Fax: (02) 9219 7555

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This practice has a no smoking policy.

## **OUR DOCTORS**

Dr Rosalind Bresnahan, MBBS (Hons) FRACGP

Special interests: Chronic Disease Management, Women's Health Children's Health

Dr Richard Kwong, MBBS DTM&H DRANZCOG - Other Language: Mandarin

Special Interests: General and Family Medicine, Obstetrics, Travel Medicine

Dr Fiona Khoo, MBBS (NSW) – Other Language: Cantonese, Mandarin

Special Interests: Pediatrics, Mental Health and Geriatric Care

Dr Helen Maloof, MBBS (NSW)

Special Interests: Aviation Medicals, Mental Health, Women's Health and Cosmetics

Dr Claire Etheridge, BSC(biomed), MBBS, DCH, FRACGP

Special Interests: Skin Cancer, Dermatology, Women's and Children's Health, Travel Medicine, Weight Management, Fertility, Pregnancy Care, Sexual Health, ENT and Palliative Care.

Dr Natalie Jonker, MBBS (Hons) FRACGP

Special Interests: Diabetes, Women's Health, Pediatrics, Chronic Disease

Dr Donald Paddison, MBBS

Special Interests: General and Family Medicine

Dr Alex Golowenko ,FRACGP, MBBS (hons), DipEd

Special interests Men's health, Sports medicine, family medicine and cosmetics

Dr Mark Wilson, MBBS

Special interests: Preventative care, general and family Medicine.

## **OUR SPECIALISTS**

Dr Michael Donnellan

Neurologist

Dr Janet Ninio

Skin Cancer Medicine

## **ALLIED HEALTH SERVICES**

Dr Sahid Elbaff

Podiatrist

Jill Snow

Diabetic Educator

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