

PRACTICE INFORMATION SHEET

Contact Information:

4-10 Funston Street

BOWRAL NSW 2576

Phone: (02) 4862 7666

Fax: (02) 4862 7655

Online Bookings: www.eastbrookemedical.com.au

Practice Hours:

Monday to Friday: 8.00 am - 5.00pm

Saturday and Sundays: 9.00 am – 2.00 pm (Weekend Hours Extendable if Required)

Public Holidays: Closed

About Our Medical Centre

Eastbrooke Medical Centre Southern Highlands is located at 4-10 Funston Street Bowral. The Centre offers patients comprehensive care, with onsite Pathology, Hearing and Chemist. The medical centre has a number of male and female GPs in addition to visiting Specialists. Patients are able to visit doctors by appointment. 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.

Appointments with your Doctor

Please ring 02 4862 7666 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 requires 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 the Eastbrooke Medical Centre, Southern Highlands you can use our online booking service 24 hours a day through our website: 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-Placement Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare /Veterans Affairs
- Some specialist's consultations

Where patients do not have a Medicare card, the in hours consultation fee is \$80.00 (8.00am - 5.00pm weekdays and 9am -12pm Saturdays) and \$90.00 out of hours (all other times).

	Private	Concession	Rebate (Medicare)
Standard Consultation	\$90.00	\$75.00	\$37.05
Short Consultation 20-25 mins:	\$130.00	\$110.00	\$71.70
Long Consultation 25-40 mins:	\$160.00	\$130.00	\$71.70
Long Consultation > 40 mins:	\$200.00	\$160.00	\$105.55
Weekends STANDARD Consult:	\$110.00		\$49.00
Weekends LONG Consult:	\$180.00		\$117.75

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 Primary Health Network on 02 4861 6433.

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

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.

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.

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. If you do not hear from the nurse then the doctor does not require you to come back in and the results have been marked as no action required or acceptable.

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 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
Phone: (02) 9219 7444
Fax: (02) 9219 7555

This practice has a no smoking policy.

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.

OUR SERVICES

- Allergy skin testing
- Audiograms
- Aviation Medicals
- Chemist / Pharmacy
- Driving Medicals
- Electrocardiograms
- Emergency Medical Care
- General Practitioners
- Health Assessments
- Hearing Assessments
- Immunisation Services
- Injury Treatment
- Minor surgical procedures
- Ontrac
- Pap Smears
- Pathology
- Pre-employment Medical Examinations
- Skin Cancer checks and treatment
- Spirometry
- Travel vaccinations including Yellow Fever, Q Fever
- WorkCover medical services

OUR DOCTORS

Dr Paul Wood MBBS FRACGP

Special Interests: Lifestyle & Nutrition medicine, Chronic Disease Management

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 David Hillyar MBBS (Hons) FRACGP

Special Interests: General and Family Medicine

Dr Donald Paddison

Special Interests: General and Family Medicine

OUR SPECIALISTS

Dr Michael Donnellan

Neurologist

Dr Janet Ninio

Skin Cancer Medicine

Dr Joachim Ngiam

Dental Sleep Professional

Dr Zil Yassine

Varicose and Spider Vein Specialist
