

# PATIENT INFORMATION SHEET

## Eastbrooke | Medical Centres - CARLTON

354 - 356 Railway Parade, Carlton NSW, 2218.

Tel: (02) 8580-1777 Fax: (02) 8580-1755

### Practice Hours:

Monday to Friday: 8.00 am - 6.00pm  
Saturday: 8.00 am - 5.00pm  
Sundays: 8.30 am - 2.00pm  
Public Holiday: CLOSED

**This practice has a no smoking policy.**

### About Our Medical Centre:

Eastbrooke Medical Centre Carlton is located at 354 –356 Railway Parade.

The Centre offers patients comprehensive care: General Practitioners, Visiting Specialists, Registered Nursing staff and Treatment Room, onsite Pathology, Podiatrist, Psychologist, Dietician and Physiotherapist.

For your convenience onsite Pharmacy is available for your prescription and other pharmaceutical needs.

Eastbrooke GPs have varied interests 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.

### Appointments:

Please ring our Reception Desk on (02)8580 1777 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.

### On Line Booking System:

If you prefer, we also have an online booking system in place. To make an appointment online please go to: [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au), select: Online booking system, select: your Centre location and fill in the details.

Please note you must be registered as a patient with Eastbrooke Medical Centre's.

To register, simply call the Centre of your choice or register in person.

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**Fees and billing arrangement:**

We are predominantly, a Private Billing Practice, however some of our Practitioners Bulk bill in some circumstances. Please ask our receptionists when making a booking for further information.

We accept cash, Eftpos, Mastercard and Visa credit cards.

Please consult our reception staff regarding the billing for consultations such as:

- Workers Compensation
- Pre-Placement Medical Examinations

**Our fees are displayed at the reception counter.**

Standard Consultation (Level B)	\$80
Long Consultation (Level C)	\$125
Prolonged Consultation (Level D)	\$165
<i>Pensioners, health care card holders and children under the age of 16 years will continue to be bulk billed Monday-Friday</i>	

Repeat Prescription/Referral WITHOUT Consultation	\$10
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**Our week-end rates are as follows:**

Standard Consultation (Level B)	\$100
Long Consultation (Level C)	\$145
Prolonged Consultation (Level D)	\$185

On Saturday and Sunday the Schedule of Fee's applies for pension card holders, health care card holders and children

**After Hours**

If medical attention is required outside operating hours, a telephone call to the Medical Centre on 02 8580 1777 will put you in contact with our after-hours care provider, Sydney Medical Service who are an accredited medical deputizing service.

The doctors in this practice also participate in an after hours roster whereby they may be contacted through the medical deputizing service between the hours of 5AM and 8AM, Monday to Friday, for patients who may need direct advice.

**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 is available in the adjacent streets with a number of parking spaces located conveniently at the front of the Medical Centre, which includes disabled car parking space.

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# **PATIENT INFORMATION SHEET**

## **Your Feedback, Quality and Improvement**

We have a feedback form and box located on the reception desk for patients to provide feedback. We take our feedback very seriously and will try and 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 national/state reminder system/registers. 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 inform your Doctor or Reception.

## **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 authorized members of staff.

Eastbrooke Medical Centers 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.

## **Patient's right to participate in decisions about their healthcare:**

Eastbrooke Doctors encourages their patients right's to participate in decisions about their healthcare. If you have any questions regarding the purpose, importance, benefits, risks and possible out of pocket costs associated with your treatment don't hesitate to speak with your doctor. There is also a large range of brochures and leaflets available to support your decisions in the waiting room.

## **Interpreter Service:**

Patients who do not speak or read English or who are more proficient in another language, or who have special communication needs are offered the choice of using the assistance of a language service to communicate with the Doctor. Please notify the receptionist if you need this service.

## **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

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STRAWBERRY HILLS NSW 2012

Phone: (02) 9219 7444

Fax: (02) 9219 7555

### **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**

- General Practitioners
- Allied Health Professionals
- Pathology Collection
- Pharmacy
- LifeFit Physiotherapy
- Podiatry
- Onsite Café
- Injury Treatment
- Dietitian
- Psychologist

### **Our Doctors**

**Dr Avi S. Joshi** MBBS M.Psych.M – General Practitioner

Speaks Gujarati and Hindi.

Dr Joshi has worked in the area for many years and has transferred his South Hurstville practice to the Medical Centre.

**Dr Naren Vanza** MBBS – General Practitioner

Speaks Gujarati and Hindi.

Dr Vanza has also come to the Medical Centre from his practice in South Hurstville.

**Dr Gunu Naker** MBBS M.Psych.M. FAMAC – General Practitioner

Speaks Gujarati and Hindi.

Dr Naker has practiced in this area for some years and he has a particular interest in Acupuncture. He has also studied psychology.

**Dr Naeem Hanna** MBBS (KHART) AMC (SYD) – General Practitioner

Speaks Arabic and Sudanese.

Dr Hanna has been a General Practitioner for 15 years. He has a special interest in paediatrics, cardiology, respiratory medicine, men's health and orthopedics.

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# PATIENT INFORMATION SHEET

**Dr Leo Agagiotis** MBBS(NSW) FRACGP MACNEM MCPSA (Member Cosmetic Physicians Society Australia)

Speaks Greek.

Dr Agagiotis has a specialty in general practice having attained a Fellow of the Royal Australian College of General Practitioners. He has 19 years general practice experience, pediatrics, nutritional and environmental medicine and particular interest in children's health and men's health. He has training and 6 years experience in a range of non surgical cosmetic procedures such as anti-wrinkle treatments, use of dermal fillers for non surgical face lifting procedures and lip enhancements.

**Dr Helena Gawlinska** MBBS FPC DRCOG< FRACGP MRCGP – General Practitioner

Dr Gawlinska has worked in London as a General Practitioner for 25 years. She enjoys all aspects of General Practice. Her special interests are in paediatrics, women's health – family planning and chronic disease management.

**Dr Hilary Melville** MBBCh – General Practitioner

Dr Melville has practiced in the St George area before moving to the country and spending 10 years in rural medicine. Now she is semi-retired and back in Sydney. Her special interests are in mental health, women's health, geriatrics and she also loves to see children.

**Dr Bruce Pirani** MBBS (Monash) – General Practitioner

Dr Pirani practiced at Blakehurst for over 30 years. His interests are family medicine, cardiology, skin cancer and aged care.

**Dr Paul Nouris** MBBS, FRACGP, DCH (Sydney) - General Practitioner

Speaks: English, Greek

Dr Nouris practiced in Hurstville for a number of years. Dr Nouris enjoys all aspects of General Practice. His special interests are in family medicine, cardiology, and chronic disease management

**Dr Faten Selim** M.B. Ch.B. Alexandria Egypt, AMEC Sydney- General Practitioner

Speaks: English, Arabic

Dr Selim practiced at Lakemba Complete Family Medical Care for many of years. Her special interests include women's and children's health and welfare; provide full obstetrics, adolescence care and mental health and chronic disease management.

**Dr Tessa Ward-Booth** General Practitioner FRACGP MRCGP Dip ffp MBChB Tessa trained as a G.P. in the U.K. Following several years working in paediatrics. She moved to Sydney in 2010 and has worked in family planning and at the Sydney Breast Clinic. She enjoys all aspects of General Practice with a particular interest in women's and children's health.

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**Dr Soly Pradhananga** General Practitioner B.Sc (Hons) MBBS FRACGP

Dr Soly Pradhananga holds a fellowship of the Royal Australian College of General Practitioners (FRACGP). Dr Pradhananga obtained her medical degree in 2006 in Adelaide, South Australia. She is registered with the General Medical Council in the United Kingdom and has worked at King's College Hospital, London. She has a Bachelor of Science degree in Human Biology with honors (University Medalist) and has worked in Medical Research at Royal North Shore Hospital. Dr Pradhananga has an interest in Women's and Child Health. She is a mother of two school aged children.

**ALLIED HEALTH**

Nicholas Warminger  
Bessie Tselos  
Sheetal Nagle  
Lifefit Physiotherapy

BSc (Hons) M.A.Pod.A  
Speaks Greek.

Podiatrist  
Psychologist  
Dietitian  
Physiotherapist