

# CHISHOLM FAMILY PRACTICE

## *Patient Information Sheet*

187 Caroline Chisholm Drive  
WINSTON HILLS NSW 2153  
Phone: (02) 9674 7699  
Fax: (02) 9674 1993

### **Practice Hours**

Monday – Thursday - Friday:	8.00 am – 5.30 pm
Tuesday – Wednesday	8.00 am – 12:30 pm
Saturday:	8:00 am – 12:00 noon
Sundays:	CLOSED
Public Holidays:	CLOSED

## ***About Our Medical Centre***

Chisholm Family Practice is located at 187 Caroline Chisholm Drive Winston Hills. The Practice is committed to providing quality comprehensive medical care to all individuals and families in this community. We aim to be professional, courteous and thorough, utilizing modern equipment and technology as well as a listening ear.

Our treatment room is staffed with a Registered Nurse with many years of practice nursing experience.

### ***Appointments with your Doctor***

Please ring 9674 7699 for an appointment. You can also make an appointment on line – [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au). 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.

### ***Fees and billing arrangements***

The GP'S at this practice privately bill for their services. We accept cash, EFTPOS, MasterCard and Visa credit cards.

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Most consultations are charged \$80.00 the Medicare rebate is \$39.75. Longer consultations are charged \$140.00 the Medicare rebate is \$76.95. A full list of fees is on display at the reception desk.

### ***After Hours***

If medical attention is required outside operating hours, a telephone call to the Practice on (02)9674 7699 will put you in contact with our after hours care we have organised with Sydney Medical Service who are an accredited medical deputising service (8724 6300)

### ***Home Visits***

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

### ***Telephone Access***

Doctors in the Practice 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***

On-site car parking is available as is a ramp into the main part of the surgery.

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

We have a feedback form and box located on the reception desk or waiting room for patients to provide feedback. We take your feedback very seriously and will try to improve on any recommendations made from our patients.

Despite our best intentions, we sometimes run late. This is because someone has needed unexpected urgent attention or Doctor might be dealing with a difficult problem. Be assured that when it comes to your turn, your Doctor will give your problem the time it deserves. Thank you for your consideration and support.

### ***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.

### ***Medical Records and Privacy***

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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.

## ***You're Rights***

If you have a problem with any aspect of the service you receive at our Practice 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 Practice. 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 cryotherapy, suture lacerations and minor surgery. All our surgical instruments are sterilised to prevent cross infection.

## **OUR SERVICES**

- General Practitioners
  - Antenatal Care
  - Home Visits
  - Preventive Medicine
  - Sports Medicine
  - Immunisations
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## OUR DOCTORS

### **Dr. Kwok Fa MBBS Dip Fam.Med**

Dr Kwok Hung Fa graduated from the University of NSW in 1983 and has also completed a diploma in Family Medicine from Monash University. He is skilled in all areas of general practice and has a special interest in integrated functional medicine (a holistic medical discipline which takes into account food and lifestyle habits). Dr Kwok can also provide some acupuncture services.

