

WINDSOR ROAD MEDICAL CENTRE  
BAULKHAM HILLS

*Patient Information Sheet*

495 Windsor Road  
Baulkham Hills NSW 2153  
Phone: (02) 9686 4400  
Fax: (02) 9686 4455  
Website: [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au)

**Practice Hours**

Monday to Friday:	8.30am - 6.00pm
Saturday	Closed
Sunday	Closed
Public Holidays	Closed

*About our Medical Centre*

Windsor Road Medical Centre is located at 495 Windsor Road, Baulkham Hills next to the Hills Private Hospital. The medical centre has both male and female GPs in addition to visiting specialists. Patients are able to visit doctors by appointment or walk in. The centre is open Monday to Friday and Saturday Morning.

Windsor Road Medical Centre 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 nutritionist on site.

*Appointments with your Doctor*

Please ring 9686 4400 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 consultations times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

*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 do 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
- Some specialist's consultations.

Where patients do not have a Medicare card, the in hours consultation fee is \$75.00 (8.00am – 6.00pm weekdays) and \$115.00 out of hours (all other times).

### *After Hours*

If medical attention is required outside operating hours, a telephone call to the Medical Centre on (02) 9686 4400 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*

Ample car parking is available in the front of the Medical Centre and nearby. There is a car-parking bay available to our disabled patients and ramp access located near the entrance of the Medical Centre.

### *Your Feedback, Quality and Improvement*

We have 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 any recommendations made from our patients.

### *Recalls/Reminder System*

Our practice is committed to preventive 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. For all Pathology results, please call for an appointment with your GP.

### *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 that this information is only available to authorised members of staff.

Windsor Road Medical Centre complies with the Privacy Act 1988 including the way we collect, store, use and discloses 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 Site Supervisor or your doctor to discuss your concerns. If you prefer to write to us please do so.

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

*This practice has a no smoking policy.*

## Procedures

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

## Our Services

- General Practitioners
- Specialists
- Injury Treatment
- Pathology

## Our Doctors

**Dr Michael Panetta** MBBS (Sydney) FRACGP

**Speaks: English, Italian /Spanish**

**Hours: Monday, Tuesday, Wednesday and Friday 8:30am-12:30pm/ 2pm-6pm**

**Thursday 2pm-6pm**

**Dr Aparna Goswami** MBBS MPH (Sydney University) FRACGP

**Speaks: English, Bengali, Hindi**

**Hours: Tuesday and Thursdays 9.15am-6pm**

## Our Nurses

Claire Davis

Carla Quiamas

May Stokes

**Hours: Monday, Tuesday and Wednesdays 8.30am-4.30pm**

**Hours: Thursday 9am-5pm**

**Hours: Friday 8.30am-5.00pm**

## Allied Health

**Julie Dimech**

- Dietitian

**Tatjana Jokic**

- Psychologist

Our Vaccines and Prices

Vaccine	Price
Typhoid	\$145.00
Hep A & B	\$80.00
Hep A	\$70.00
Hep A (paediatric)	\$38.00
Hep B	\$30.00
Typhim	\$65.00
Whooping cough/ Tetanus	\$40.00
Polio	\$35.00
Chickenpox	\$70.00
Zostavax- Shingles	\$210.00
YELLOW FEVER INJECTION	\$125.00
Vitamin Injection	\$20.00
Flu Vaccination	\$23.00
Flu Vaccination	\$20.00

Here at Windsor Road Medical Centre we pride ourselves on improvement:

WE LISTENED TO YOU AND WE ARE IMPROVING PATIENT CARE:

What you told us:	What we done:
Waiting Time	Eastbrooke Head office is continually advertising for more doctors for our practice.
Comfort of waiting Room	Eastbrooke Head office is looking for a suitable site to relocate our centre
Telephone Access	Online booking system is available & easy o use. Staff are educating patients to use this tool so they can make appointments quickly