

EASTBROOKE FAMILY PRACTICE RANDWICK

Patient Information Sheet

24 Perouse Road

Randwick NSW 2031

Phone: (02) 9664 1333

Fax: (02) 9399 3178

Online Bookings: www.eastbrookemedical.com.au

Practice Hours

Monday-Friday: 8.30 am – 6.00 pm

Saturday: CLOSED

Sunday: CLOSED

Public Holidays: CLOSED

About Our Medical Centre

Eastbrooke Family Practice Randwick is located at 24 Perouse Road, Randwick. The Practice offers patients comprehensive care. The practice has a number female and a male GPs. Patients are able to visit doctors by appointment. The practice is open 5 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 practice is also equipped to deal with work based injuries and return to work programs.

Appointments with your Doctor

Please ring 9664-1333 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.

Fees and billing arrangements

The GP'S at this practice privately bill all in hours consultations. If you are covered by Veterans Affairs or a pensioner, please present your current card on arrival for your visit, there will be no charge. If Medicare or Veterans Affairs does not cover you, you will be charged a consultation fee payable at the time of consultation as shown below.

Children's Consultation Charges

Short Consultation:	\$45.00	[Medicare Rebate \$17.50]
Standard Consultation:	\$65.00	[Medicare Rebate \$38.20]
Long Consultation:	\$100.00	[Medicare Rebate \$73.95]

Adults Consultation Charges

Short Consultation:	\$45.00	[Medicare Rebate \$17.50]
Standard Consultation:	\$85.00	[Medicare Rebate \$38.20]
Long Consultation:	\$120.00	[Medicare Rebate \$73.95]

We accept Cash, Eftpos, Visa and MasterCard 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

After Hours

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

Home Visits

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

Telephone Access

Doctors in the Medical 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

There are two disabled parking spaces nearby our practice and ample off street car parking in the vicinity. We also have disabled ramp access for our patients with a disability.

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 or doctor will contact you and ask you to come back in for another appointment. If you do not hear from the nurse or doctor then you are not required to come back in and the results were acceptable and needed no action.

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 Family Practice Randwick 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 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

This practice has a no smoking policy.

Minor Operations

In addition to standard Medical Practice service, we also offer a range of minor procedures such as implanon insertion/removal, cryotherapy and minor suture lacerations. All our surgical instruments are sterile and single use only which are disposed after use.

Our Services

- General Practitioners
 - Paediatrics
 - Women's & Men's Health
 - Mental Health
 - Antenatal Shared Care
 - Child Immunisations
 - Travel Medicine
 - WorkCover
 - Cosmetic Medicine
 - Pathology
 - Psychologist
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