

PATIENT INFORMATION SHEET



eastbrooke | medical centre
CARLTON

354 - 356 Railway Parade, Carlton, NSW 2218.

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

Practice Hours:

<u>Monday to Thursday:</u>	7:00 AM to 6:00 PM
<u>Friday:</u>	7:00 AM to 5:00 PM
<u>Saturday:</u>	8:00 AM to 4:00 PM
<u>Sunday:</u>	8:30 AM to 1:30 PM
<u>Public Holidays:</u>	CLOSED

Carlton Urgent Care Clinic Hours:

<u>Monday to Sunday:</u>	8:00 AM to 8:00 PM
<u>Public Holidays:</u>	8:00 AM to 8:00 PM

This practice has a strict 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, Registered Nursing staff and Treatment Room, onsite Pathology, Psychologist, and Dietician.

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.

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Note: reception phones close at 5:00 PM Monday – Friday. All calls made at or after 5:00 PM Monday – Friday will be automatically diverted to Sydney Medical Service After Hours line on (02) 8724 6300.

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 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, select location: Carlton, and then select: Online Booking System. You will then be prompted to fill out your details.

Both existing patients and new patients are welcome to use our online booking system.

Fees and Billing Arrangement:

We are a Mixed Billing Practice. Some of our practitioner's bulk bill in certain circumstances, however it is important to note that all billings are at the discretion of the General Practitioner.

Centrelink pension, concession, and health care card holders, as well as children under 16 years of age, are bulk billed. A private fee will typically apply for all other patients.

Note: Bulk billed patients may be required to pay a private fee for certain bookings or as walk-ins without appointments. Please ask our receptionists when making a booking for further information.

We accept payment via cash, cheque, EFTPOS using MasterCard or Visa, as well as electronic bank transfer. Note: American Express is not accepted.

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

- Workers Compensation
- Pre-Placement Medical Examinations

Our fees below are displayed at the reception counter and throughout the practice:

Standard Consultation (Level B)	\$100.00	<15 minutes in duration
Long Consultation (Level C)	\$150.00	>15 minutes in duration
Prolonged Consultation (Level D)	\$180.00	>40 minutes in duration

Only Centrelink pension, concession, and health care card holders, as well as children under 16 years of age, are bulk billed.

Our Weekend After-Hour Rates are as Follows:

Standard Consultation (Level B)	\$120.00	<15 minutes in duration
Long Consultation (Level C)	\$160.00	>15 minutes in duration
Prolonged Consultation (Level D)	\$190.00	>40 minutes in duration

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On Saturday and Sunday, the Schedule of Fees applies for Centrelink pension, concession, and health care card holders, as well as children, at the discretion of the General Practitioner.

Our Centre may also require both private patients and bulk billing patients to pay an out of pocket fee for dressings, vaccines, and procedures. This will be discussed with your Doctor and Nurse during your consultation.

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 deputising service.

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

Home Visits:

Home visits may be available for patients whose condition prevents them from attending the Medical Centre.

Please note that this is up to the discretion and arrangement of your doctor. A phone consult will need to be organised to discuss this with the doctor.

Telephone Access:

Doctors in the Medical Centre may be contacted during normal operating hours by making a booking for a telephone consultations.

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.

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.

You will receive SMS appointment reminders 24 hours prior to each appointment. We will also issue you with a reminder notice from time to time offering you preventive health services appropriate to your care.

Clinical reminders and pathology/radiology results recalls may also be sent to you via SMS.

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If you do not wish to be part of this system, you may opt out by replying 'STOP' to the next SMS you receive from us. Alternatively, you may also 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 authorised members of staff.

Eastbrooke Medical Centre's 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, 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 at 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 (HCCC).

The HCCC contact details are:

Health Care Complaints Commission
Locked Mail Bag 18
STRAWBERRY HILLS, NSW 2012
Phone: (02) 9219 7444
Fax: (02) 9219 7555

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Minor Operations/Procedures:

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

Our Services:

- General Practitioners
- Allied Health Professionals
- Pathology Collection
- Pharmacy
- Injury Treatment
- Dietitian
- Psychologist

Our Doctors:

Dr Leo Agagiotis MBBS (UNSW) FRACGP MACNEM MCPSA (Member of Australian College of Aesthetic Medicine) – General Practitioner

Languages: English, Greek

Dr Agagiotis has a specialty in general practice having attained a Fellow of the Royal Australian College of General Practitioners.

He has 20+ years general practice experience, paediatrics, nutritional and environmental medicine, and particular interest in children's health and men's health.

Dr Leo also has 15+ 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

Languages: English

Dr Gawlinska has worked in London and Sydney as a General Practitioner for 25+ years. She enjoys all aspects of General Practice.

Her special interests are in paediatrics and women's health – particularly with family planning and chronic disease management.

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

Languages: English, Greek

Dr Nouris has completed a Diploma in Paediatrics from the University of Sydney and a number of post-graduate courses in skin cancer medicine.

His special interests are in Paediatrics, Skin Cancer Medicine and Chronic Disease Management.

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

Languages: English, Arabic

Dr Selim practiced at Lakemba Complete Family Medical Care for many of years prior to joining Eastbrooke.

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

Languages: English, Nepali

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 Honours (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 three school aged children.

Dr Minh Vo MBBS, FRACGP – General Practitioner

Languages: English, Vietnamese

Dr Minh Vo's main interests are in Aged Care, Paediatrics, Skin checks and treatment of skin cancer, Cardiology and Ears, Nose and Throat. He also is experienced in Implanon insertion and extraction.

Dr Minh Vo enjoys the versatility of working in General Practice.

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Dr Siyu (David) Liu BMed, MD (UNSW), FRACGP – General Practitioner

Languages: English, Mandarin

Obtained a fellowship from the Royal Australian College of General Practitioners in 2019.

Dr Liu grew up in The Hills region of Sydney and completed his medical degree at UNSW in 2014. He did his junior doctor and registrar training years at various public hospitals and GP clinics in Western Sydney. During his training, he saw and developed experience in managing a wide range of health conditions.

Dr Liu enjoys travelling, trying new foods, playing and watching basketball, and board games. His clinical interests include Chronic Disease Management, Men's Health, Mental Health, and Work Cover.

Dr Lauren Keppler BMed/MD, FRACGP – General Practitioner

Languages: English

Graduated from the University of New South Wales in 2015 and has completed her fellowship with the Royal Australian College of Practitioners. Dr Lauren Keppler has special interest in Weight Management, Children's Health, Woman's Health, Antenatal Care, and Chronic Disease Management.

Our Allied Health:

Psychologist – Bessie Tselos BA (Psych), MA Pass (Psych), Assoc. MAPS

Languages: English

Bessie has been practising as a registered psychologist for over 15 years, assisting many children, adolescents and adults with a range of issues including depression, mood disorders, anxiety, panic attacks, OCD, phobias, self-esteem, grief and loss, parenting skills, relationship problems and more.

She applies evidence-based therapy interventions including CBT (Cognitive Behaviour Therapy), Schema therapy, creative and play therapy approaches, Acceptance and commitment therapy (ACT), Short-term solution focussed therapy, mindfulness and positive psychology approaches.

Bessie assists clients to explore issues in a safe and non-judgemental environment. She enjoys working co-operatively with clients to help them understand themselves better and empower them to problem-solve, develop helpful coping strategies and make positive changes in their life.

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Dietitian – Sheetal Nagle, B. Sc(Microbiology), PG. Dietetics.

Languages: English, Hindi, Marathi, Gujarati

Sheetal Nagle is an Accredited Practising Dietitian and member of the Dietitians Association of Australia.

Sheetal has a proven track record with experience of over 11 years working as Consultant Dietitian in private hospitals, medical practice and nursing homes of improving patients nutritional status, desired body weight(BMI), blood biochemistry, cardiac functions, blood lipid levels, BGLs and better understanding of nutritional management with support and motivation to make lifestyle and dietary changes.

As each individual has a unique health profile, family/work life and food preferences, there cannot be a 'one diet fits all' approach. This has enabled Sheetal to practice according to her values of promoting sustainable and positive health change.

Being from an Indian background and having experience in major hospitals in India, has enabled Sheetal to have a better understanding of patients from Indian background's to achieve their optimum health status.

Being an Accredited Practising Dietitian, Sheetal keeps up to date via CPD and attending conferences to maintain her knowledge and skills in the dietary management of most diet-related health conditions.

Special Interests:

Oncology, Gastroenterology (IBS, Low FODMAPs), Weight management, Diabetes, Cardiology, Geriatrics, Paediatrics.
