

HEALTHPLUS MEDICAL

C104 / 5-21 Carter Road Menai NSW 2234 Ph: 02 9543 2233 Fax: 02 9532 0666

Doctors

Dr John Ibrahim

Monday to Friday

Special Interests:

All areas of General Practice

Dr Thi Nguyen

Monday, Wednesday, Friday, Saturday

Special Interests:

Women's health, Chronic Disease

Dr Madhuri Debi

Monday, Wednesday, Friday, Sunday

Special Interests:

Women's & Family health

Mental Health

Dr Joseph Doan

On call

Special Interests:

Children Medicine, Men's Health, Women's Health, General Family Medicine

Dr Tatiana Gulyaeva

Monday, Thursday, Saturday

Special Interests:

General Family Medicine

Nurse

Diane Palmer

Bernadette Walsh

Practice Hours

Monday to Friday

8.30am - 6pm

Saturday & Sunday

8.30 am to 12.30pm

Services Available

- Psychologist onsite
- Pathology onsite
- ECG / Nursing Care
- Minor Surgery
- Immunisation
- Health Checks

Appointments – In Surgery or Telephone

Please ring 9543 2233 for an appointment. Every effort will be made to accommodate your preferred time and GP. Appointments can be booked on-line via our website www.healthplusmedical.com.au. 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 extra time. Out of surgery visits need to be pre-arranged with patients individual Doctor.

Walk-ins

Appointments are preferred and every effort will be made to accommodate emergencies.

Smoking Policy

This practice has a no smoking policy.

After Hours Service

For Emergencies dial 000

Healthplus is covered by Sydney Medical Services Ph 8724 6300. These home visit services are bulk billed.

Recall / Reminder System

Our practice is committed to preventative care. You may be notified of an up & coming health issue, such as immunisation or CST.

If you do not wish to be part of a recall system please advise your Dr or Nurses.

FEES

Private Billing Practice. Patients without a medicare card will be charged. All Practice fees are displayed in the reception area of our surgery.

Type of Consultation	Fee	Medicare Rebate
Standard	\$83.00	\$42.85
Long	\$138.00	\$82.90
Extended	\$198.00	\$122.15

Workers Compensation and third party consultations will be billed at the time of consultation. Fees vary
Eftpos & Credit Cards are accepted

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Management of your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient notes will not be released to third parties Without the written consent of the patient. Equal confidentiality applies to the computerised and written records

Follow up of Results

Please ask the doctor when your results will be back and when to come to see him/her. Staff are unable to give any results over the phone.

Your Rights

If you have any complaints regarding the staff or doctors please: -

1. First talk to your doctor – He or She will listen and discuss
2. If this is unsatisfactory make an appointment with our Practice Manager – Jacqui Perritt
3. If this fails all complaints can be addressed to the NSW Medical Board Complaints Section – Phone: 9879 2200.

Interpreter Services

For patients requiring communication services, we have arrangements with interpreters and NABS for the hearing impaired.

Facilities for the Disabled

We have wheelchair access. If you have any special needs, please let us know.

This practice is committed to quality improvement and is accredited.

This practice respects the decision for patients to refuse treatment on advise, or seek 2nd opinions where they feel it necessary.

Telephone Access

GP's & Nurses in the practice may be contacted during normal surgery hours. If they are with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP or the nurse will return your call.

Referrals

This practice communicates with all allied health professionals and other health services, where necessary by referral. It is our practice policy that patients must be seen by a GP before referrals will be issued. Referrals will not be backdated for any reason.

Email & Internet

No images, content or confidential information from within Healthplus Medical Centres is to be sent via email without express permission from Management.

Employees will not respond to requests for personal and/or clinical information via the internet and will refer these requests directly to management.

Computer and internet usage assigned to an employees computer are solely for the purpose of conducting company business. No personal use of computers or internet is allowed within the business.

Patient information may only be sent via email if it is securely encrypted according to industry and best practice standards.

Communication with patients via email is not encouraged by this business.