

Malabar Medical Centre

Practice Information

1216 Anzac Parade, Malabar NSW 2036, P: 93112324 F: 93112326

Monday – Friday:

8.00am - 5pm

Saturday:

8.00am to 11.30am: – No appointments taken. Our GP on duty will see patients in turn.

Sunday & Public Holidays:

Closed

Home Visits:

Home Visits are provided for sound medical reasons to established local patients of this practice. There may be fees associated with home visits.

After Hours Services:

Sydney Medical Service, P: 8724 6300

Our Practice

Our purpose built practice is an amalgamation of two long-standing general practices which have been in the Malabar area for many years. We aim to provide high quality, holistic family general practice care for our local community.

All our doctors work by appointment, so it is necessary to make an appointment in advance. Standard appointment times are 10-15 minutes. Longer appointments are available on request. If you have an urgent medical problem please tell the reception staff immediately.

***We need at least 2 HOURS notice to change or cancel an appointment, otherwise a \$20 'Did Not Attend' fee will be charged (non-rebateable)**

Our Team

Doctors: Dr Jo Thomas, Dr Hue Tran, Dr Jimmy Cheng, Dr Lloyd D'Costa, Dr Daniel Tran,

Allied Health: Suzie Sharman (Psychologist), Alicia Sim (Dietician), Jacqui Currie & Leanne Fuller (Registered Nurses),

Admin: Mrs Samah Michail (Practice manager), **Receptionists:** Ms Sandra Theoharous, Ms Gail McGibbon, Ms Lorraine Giannakos, Ms Shiely Sutjipto, Ms Tegan Moore, Ms Rachel Prestwidge, Ms Soraya Turk, Ms Gayle Wood

Medical Fees

Our consult fees incur a \$30-\$40 gap payment. Bulk-billing is available for eligible patients (Centrelink Concession Card / Pension Card holder, children 0-15 years) Workers' compensation and CTP accounts will be invoiced directly to the insurer. Private Fees apply to see Dietician & Psychologist

Preventative Care/ Recall System

Our Practice is committed to preventative health care. To foster this, we may send you a reminder letter or text from time to time, or the doctor may ask you to return for follow-up or further investigations. If you **DO NOT** wish to be part of this system, please let us know at reception.

Prescriptions & Results

You will generally need to make an appointment with your doctor for all prescriptions and test results. Reception staff are **not** permitted to discuss results with you.

Communication

The doctors are happy to take your necessary calls. However messages are generally taken if the doctor is busy with a patient. If your call is an emergency, then please indicate the nature of emergency to the reception staff and the call will be put through.

We Do Not communicate with patients via Email or Social Media

Urgent Cases

Please notify the staff immediately if you feel you need immediate medical attention. (For example shortness of breath, chest pains, palpitations, severe pain, vomiting, or anything that you are worried about)

Privacy

This practice is committed to maintaining the confidentiality of your personal health information. 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 to ensure this information is only available to authorised members of staff. You have the right to access your personal health information (ID will be required.). Please ask our receptionist for a copy of our privacy policy.

Interpreter Service:

Patients who do not speak or read the primary language, English, 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.

Patient Rights:

Our doctors encourage our patient's 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 them. There is also a range of brochures and leaflets available to support your decisions in the waiting room

Quality Control

All our clinical staff are committed to ongoing medical education and meet the minimum requirements of their professional accreditation bodies. The practice facility is accredited by AGPAL, which is a general practice accreditation organisation, to ensure that practice complies with the highest standards of general practice. We undergo a three yearly accreditation cycle. For more information on AGPAL visit www.agpal.com.au

Complaints & Feedback

If you have any complaints or suggestions, please drop a note in our "Suggestions" box, or discuss them with the doctor or practice manager. If a serious complaint needs to be taken elsewhere, contact the Health Care Complaints Unit on 1800 043 159.

This practice has a NO SMOKING policy