

AFTER HOURS CARE

EMERGENCY CALL 000

URGENT AFTER-HOURS CARE FOR EXISTING PATIENTS ONLY

(Please note this is ONLY available for existing patients to New Albion Medical Centre)

Monday – Friday 6pm-8.30am
Weekends 24 hours and Public Holidays 24 hours

This is a Face-to-Face consultation and is not available by Telehealth. Private fee starts from \$285.

To access our private after hours care:
Please phone **0470208286**

(Please note that messages to this number are not checked)

OTHER ALTERNATIVES ARE:

- Present to the nearest hospital
- Dapto Medicare Urgent Care Clinic Ph: 42624540
- Health Direct Ph: 1800 022 222

INTERPRETERS

Please advise us at the time of booking if you need a language or Auslan interpreter, so we can arrange this in advance.

This service is free of charge to patients who have a Medicare Card.

SOME INTERPRETING SERVICES ARE:

- **TIS: (translating and interpreting services)**
Phone: 131 450
<https://www.tisnational.gov.au/>
- **NSLP arranged through Deaf Connect:**
Phone: 1300 773 803
or SMS text only 0476 857 251



NEW ALBION MEDICAL CENTRE

PRACTICE INFORMATION SHEET

This Booklet provides information for patients regarding our policies and services we offer.

We are a family-orientated Medical Centre in the heart of Albion Park, established in 2015. We have an on-site car park for your convenience. Disabled parking and wheelchair access is provided.

PATIENT FEEDBACK

We welcome any feedback that will help us improve our service. We take your concerns, suggestions and complaints seriously. From time to time, we will invite patients to complete a survey on their views of the practice and how it could be improved.

Feel free to see our Practice Manager, Director or talk with your doctor if you have any complaints or feedback. Should you wish to take your complaints further you can contact:

Health Care Complaints Commission

Ph: 1800 043 159

Email: hccc@hccc.nsw.gov.au

Post Address: Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012



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Our commitment to your safety and care



OPENING HOURS

Monday to Friday - 9am to 5pm
Weekends and Public Holidays - Closed

P: 02 4208 3088 | **F:** 02 4208 3089
E: info@newalbionmedicalcentre.com.au
W: www.newalbionmedicalcentre.com.au
A: Shop 1/171 Tongarra Road Albion Park, NSW 2527

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DOCTORS

Dr Mutti Khan

BSC MBBS MHSM FRACGP - Practice Director

Dr Philip Healey

MBBS, FRACGP — General Practitioner

Dr Najla Tchalabi

MBBS, FRACGP — General Practitioner

Dr Frank Michlmayr

MBBS — General Practitioner

PRACTICE NURSE

Anneliese Smith

PRACTICE MANAGER

Samantha Hughes-Watts

ADMIN STAFF

Deanna — Receptionist

Alana — Receptionist

ALLIED HEALTH

Ebrahim Moussalli — Podiatrist

CONTACTING YOUR DOCTOR

If you wish to discuss a non-urgent issue with the doctor, please book an appointment.

Reception staff are trained to ask for brief information to help assess your call and ensure safe and appropriate care.

For urgent matters, this information will be passed on to the doctor, who will return your call if clinically appropriate.

APPOINTMENTS

Patients can book either by phoning reception on 4208 3088 or via HotDoc online. Every effort will be made to accommodate your preferred appointment time with your preferred GP, however emergencies and life-threatening cases will be given priority.

Longer appointments are available, please advise reception if required.

If you are unable to attend a scheduled appointment, notification via phone call would be appreciated.

GETTING THE RESULTS OF ANY TEST OR PROCEDURE

We encourage you to book an appointment to follow up your results. Privacy Policy prevents reception staff from discussing results over the phone.

Reception will contact patients that require review as a recall. Recall patients are strongly advised to attend follow up appointments.

If the result requires urgent attention, you will be contacted by reception for same day appointment with a GP.

REMINDERS

Our system is committed to preventive care. From time to time, we may issue you a reminder notice, either by phone call, letter or SMS, offering preventive health services appropriate to your care.

If you do not wish to be a part of this system, please advise our reception staff or your doctor.

PRIVACY AND MANAGEMENT OF YOUR HEALTH INFORMATION

At New Albion Medical Centre, your privacy is important to us. We collect and manage your personal and health information in line with strict privacy laws.

Your information is used to provide you with quality care and may also be used in a de-identified way to improve health services.

We may share relevant details with other healthcare providers involved in your care, or when required by law. You can ask our staff if you'd like more information or a copy of our full privacy policy.

PATIENT RIGHTS AND RESPONSIBILITIES

You have the right to be treated with respect, be involved in your care, and have your privacy protected.

We ask that you treat staff with respect, arrive on time, provide accurate health information, and let us know if you can't attend your appointment.

FEES AND BILLING ARRANGEMENTS

We are a Mixed Billing Practice. Our practice charges a consultation fee for non-concession patients, with an on-the-spot Medicare rebate processed in the clinic. For a price guide please see the practice website.

Pension card + Health Care Card holders - Bulk Billed
DVA card holders - Bulk Billed
Children <16 years of age - Bulk Billed

COMPENSATION VISITS (WORK COVER, THIRD PARTY AND PUBLIC LIABILITY):

Compensation visits are billed directly to the insurer. Upon your first consultation, please bring the insurer's details and your claim number (if applicable).

Work cover consultations are billed according to the AMA fee schedule.

SERVICES AVAILABLE

- Childhood and Adult immunisations
- Cervical Screening & women's health
- Skin checks
- Medicals
- Minor procedures
- Sexual Health
- Lifestyle risk factor management
- Various health assessments
- Care of chronic conditions
- Self-management support and health monitoring
- Care planning - dependent on eligibility

Allied Health

- Podiatry

SOUTHERN IML PATHOLOGY COLLECTION

Wednesdays 9am-12pm