

GENERAL PRACTITIONERS

Dr S Bokhari

Dr E Holbrook *Female Doctor*

DENTAL CLINIC

Phone: 4283 9099

9am to 5pm
Monday – Friday

Closed Saturday, Sunday and
Public Holidays

Dentist - Dr Magd Mostafa

SERVICES

- Consultations
- Scale & Clean
- Crowns & Bridges
- Cosmetic Dentistry
- Tooth Whitening
- Root Canal Treatment
- Wisdom Tooth Issues
- Denture Work
- Preventive Dentistry
- Splints/Mouth Guards
- Dental Emergencies

Bulk billing dental treatment for eligible kids and teens (2-17yrs) under the 'Child Dental Benefits Scheme'. Access benefits of up to \$1000 per child and free gift bags

MANAGEMENT OF PERSONAL INFORMATION

Your medical record is a confidential document. The records are the property of the practice and it is the policy of the practice to maintain the security of personal health information at all times, and to ensure that this information is only available to authorized members of staff and healthcare providers. If you wish to transfer your medical records to another practice you will need to sign a transfer of records release form, from your new practice and send that through to our practice along with the necessary transfer of records payment

ADDRESSING COMPLAINTS

Health Care Complaints Commission

Ph: 9219 7444

Toll Free: 1800 043 159

Address: Level 13, 323 Castlereagh Street
Sydney NSW 2000

CENTRE HEALTH MEDICAL CENTRE

9am to 6pm
Monday - Friday

Closed Saturday, Sunday and
Public Holidays



CENTRE HEALTH MEDICAL CENTRE

INFORMATION SHEET

**398 Princes Hwy
Woonona, NSW, 2517**

Phone: 4283 9000

Fax: 4285 7632

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 that this information is only available to authorized members of staff and healthcare providers.

Where Everything Centers on Your Health

AFTER HOURS CARE

Please call 000 in case of an Emergency

The Center Health Medical Centre recommends you call Illawarra Radio Doctor Service for afterhours care on 42285522. Alternatively please call the After Hours GP Helpline on 1800022222.

FEES AND BILLING

We are a bulk billing General Practice. However, if your Medicare card has expired or you do not have a Medicare card, there will be a private fee of \$50 per consultation on weekdays and \$60 per consultation on Saturday, Sunday and Public Holidays. This is payable on the day of your consultation. A receipt will be issued to enable you to claim with Medicare if you are eligible.

APPOINTMENTS & EMERGENCIES

Emergencies are given priority and our reception staff will attempt to contact you if your GP has been called away. Longer consultations are available; please ask our reception staff if you require extra time.

Make appointments easier and faster online, go to www.centrehealth.com.au or call 4283 9000. Every effort will be made to accommodate your preferred time and doctor.

FEEDBACK

If you have a complaint, suggestion, or would like to advise us of great service you have received from one of our staff or doctors please write and place in our suggestions box.

TELEPHONE ACCESS

Doctors may be contacted during normal opening hours, however they discourage phone consultations. It is in the patient's best interests to have a face to face consultation with the doctor. We value our patients concerns, so please leave a message with our receptionist and the doctor will return your call between patients when possible. Our reception staff will do the best to triage and assist you and your needs. Due to the Privacy Act, results are NOT given over the phone. You will need to make an appointment to see your doctor.

RECALL AND REMINDER SYSTEM

Our practice is committed to preventative care. If you have an abnormal test result and it is non-urgent, you will be sent a letter advising you to see the doctor. However if your result is urgent and requires immediate attention you will receive a phone call from our receptionist. We may issue you with a reminder notice from time to time offering preventative health services appropriate to your care. If you do not wish to be part of this system please advise staff.

HEALTH INFORMATION COLLECTION AND USE

As a patient of our medical practice we require you to provide us with your personal details and full medical history, so that we may properly assess, diagnose, treat and be proactive in your health care needs. For more information about how we collect and use your health information please see our Privacy Policy.



Where Everything Centers on Your Health

SERVICES

- Asthma Checks
- Children's Health Checks/Immunisations
- Chronic Diseases Management
- Contraceptive Implanon Insertion
- Diabetes Checks
- Dental Clinic
- ECG/Stress ECG/Ankle Brachial
- Health Assessments/Aged Care Health
- Mental Health Care
- Minor Surgery/Wound Care
- PAP Smears
- Southern IML Pathology
- Pharmacy
- Pre-employment Workers Compensation
- Full Time Registered Nurses
- Skin Cancer Removal
- Spirometry (heart & lung checks)
- Travel Advice & Vaccinations
- Quit Smoking
- Weight Reduction Advice
- Women's Health

Allied Health Services

- Dentist
- Dietician
- Psychologist