

## GENERAL PRACTITIONERS

Dr Shabbir Haider

**Dr Aileen Avenido**

Dr Pankaj Singhal

Dr Seyed Amir Hossein Bassam

**Dr Rozita Khosravifar**

Dr Kumaresan Periasamy

**Dr Aruna Ramakrishnan**

Dr Muhammad Iqbal

Dr Siva Maikandanathan

Dr Husam Ria

**Dr Sahr Haider**

**Dr Hanis Binti Azman**

*Female Doctors are in **BOLD***

NOTE: After hour's roster is not specified as roster is constantly changing, rosters are also subject to change with minimal notice

## CENTRE HEALTH MEDICAL CENTRE

8am to 6pm\*

Monday - Friday

8am – 2pm\*

Weekends & Public Holidays

\* Opening hours are subject to GP availability.

**OPEN 365 DAYS OF THE YEAR!**

## MANAGEMENT OF PERSONAL INFORMATION

Medical records - is a broad term, encompassing a range of data and information storage mediums containing patient information. Whether paper based or electronic, the term "medical records" applies to, clinical notes, investigations, letters from other doctors and healthcare providers, photographs, and video footage.

Your medical record is a confidential document. The records are the property of the practice, and it is the policy of the practice to always maintain the security of personal health information, 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 of \$50.

## 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 located at reception.

## ADDRESSING COMPLAINTS

### Internal Complaints Manager

Dr Mohsen Sangi

*If complaints can't be resolved internally, please contact:*

### 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

## INFORMATION SHEET

**Suite 9-25 Captain Cook Drive  
BARRACK HEIGHTS  
NSW 2528**

[www.centrehealth.com.au](http://www.centrehealth.com.au)

P: 4295-9999

F: 4295-9998

*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 Radio Doctor Illawarra for afterhours care on 4228 5522. Alternatively, please call the After-Hours GP Helpline on 1800 022 222.

## HOME VISITS

### Please call 000 in case of an Emergency

A patient can arrange for a home or other visit, or a general practitioner may request to see a patient in their place of residence if the following criteria are met:

The patient is a regular patient of CHMC.

The patient resides in a location that is within 5km radius of the practice. Where it is safe and reasonable.

The practice has the correct contact details for the patient on file, and the patient has the type of problem that necessitates a home visit such as:

- Acutely ill
- Immobile
- Elderly
- Unable to access the practice facilities due to disability.
- The GP approves the visit in advance.

## FEES AND BILLING

We are a mixed billing General Practice. Please see our website for a list of common fees and GAP payments. Concession card holders and children under 16 are Bulk billed. If you do not have a Medicare card, there is a private fee of \$90 per consultation on weekdays and \$100 per consultation on weekend 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](http://www.centrehealth.com.au) or call 42959999. Every effort will be made to accommodate your preferred time and doctor.

## COMMUNICATION POLICY

Doctors may be contacted during normal opening hours. 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. Electronic communication is discouraged due to privacy issues. Please see our website for our full email policy.

## RECALL AND REMINDER SYSTEM

Our practice is committed to preventative care. SMS messages are now predominantly being used as a reminder service for appointments and recalls. If you have an abnormal test result and it is non-urgent, you will be sent an SMS or a letter advising you to see the doctor through HOTDOC. (Consent of an appointment reminder or recall via SMS is now an acceptable community standard, and a patient providing a mobile telephone number is deemed to have agreed to that mode of contact.) 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.



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## APPOINTMENT TYPES & SERVICES

- Male or female doctors available
- Skin Cancer Checks Available
- 4-Year-Old Health Assessments & Vaccinations
- 45 - 49-Year-Old Health Assessments
- >75-Year-Old Health Assessments
- Chronic Disease Management
- Asthma Cycle of Care
- Diabetes Cycle of Care
- Co-Ordinate Veterans Care Program
- Dressings
- Electrocardiogram (ECG)
- Pre-Employment Medicals
- Mirena Insertion & Removal
- Pap Smears
- IUD Insertion & Removal
- Workers Compensation
- Minor Surgery
- Flu Vaccinations
- Spirometry
- Neurologist
- Gynecologist
- Audiometry
- Podiatrist
- Dietitian
- Radiology\_Prime Medical Imaging
- Lavery Pathology
- Pharmacy
- Illawarra Cardiology
- Nuclear Medicine
- RMB Lawyers
- IGA - Supermarket
- Centre Health Café