

## GENERAL PRACTITIONERS

Dr Sabiha Shahnaz

Dr Shirazul Islam

## VISITING SPECIALIST

Dr Asrar Khan

(Consultant Nephrologist)

## NURSE

Norma Taylor

## ALLIED HEALTH

Dietitian – Sally Juan

Exercise Physiologist – Silvia Valdes

Sonographer – Jesse

## CONTACT DETAILS

Phone: (02) 4629 0555

Fax: (02) 4629 0599

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

Email:

[campbelltown@centrehealth.com.au](mailto:campbelltown@centrehealth.com.au)

## 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 to Friday

9am to 1pm Saturday

9am to 1pm Public Holidays



## CENTRE HEALTH MEDICAL CENTRE

## INFORMATION SHEET

Level 1, 242 – 248 Queen Street

Campbelltown, NSW, 2560

Phone: (02) 4629 0555

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*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 Sydney Medical Service for afterhours care on 02 8724 6300. Alternatively, please call the After-Hours GP Helpline on 1800 022 222.

## FEES & 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](http://www.centrehealth.com.au) or call 4629 0555. 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 & 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 & 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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## SERVICES

- Asthma Checks
- Covid 19 Injections
- Laverty Pathology
- Children's Health Checks/Immunisations
- Chronic Diseases Management
- Contraceptive Implanon Insertion
- Contraceptive Mirena Insertion
- Diabetes Checks
- ECG
- Health Assessments/Aged Care Health
- Mental Health Care
- Minor Surgery/Wound Care
- PAP Smears
- Pre-employment
- Workers Compensation
- Registered Nurse
- Skin Cancer Removal
- Spirometry (heart & lung checks)
- Travel Advice & Vaccinations
- Quit Smoking
- Weight Reduction Advice
- Women's Health
- Antenatal Clinic
- Sonography
- Dietitian
- Physiotherapy
- Exercise Physiology