

AFTER HOURS

For after-hours care please contact 13 SICK (13 7425). Alternatively, our practice advises the following options:

The Maitland Hospital, Maitland 49 392 262 or John Hunter Hospital, New Lambton 49 213 000.

For urgent medical attention please call 000

APPOINTMENTS

We operate an appointment system but reserve limited vacancies for urgent cases. Consultations require 15 minutes. If you feel you need a longer appointment, please advise reception when making the appointment. Emergency and acute medical conditions will be given priority. Walk-ins will be allocated the **first available consultation** and will usually be required to wait.

CANCELLATIONS

We would appreciate it if you would advise us if you cannot attend your appointment. We have people on waitlists who would be happy to fill your slot. If you do not attend an appointment and fail to notify us, a private fee will be charged.

ON ARRIVAL

Please see the reception staff and present a valid Medicare Card, DVA Card and current Pension or Health Care Card. Please advise reception of any change of address or personal details. You will be advised of any possible delays.

HOME VISITS

Due to COVID-19, home visits are not available. Our practice offers telehealth and telephone consults for patients who are unable to attend the practice

RECALLS

Our practice is committed to preventative healthcare. You have the choice to opt out from receiving these reminders on the National Registry that are appropriate for your healthcare. Please see reception for more details. On occasion you may receive correspondence from us as a reminder when certain procedures, immunisations etc. are due. Please advise us if you do not wish to participate in this service.

YOUR RIGHTS

If you have any feedback or a problem, we would like to hear about it. Please feel free to talk to the Practice Manager or the reception staff. You may prefer to write to us or use the suggestion box. We take your concerns, suggestions and complaints seriously, however if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery. You can contact: NSW Health Care Complaints Commission Locked Bag 18, Strawberry Hills, NSW 2012 P: 1800 043 159

MANAGING YOUR PERSONAL HEALTH INFORMATION

All personal health information is confidential but sometimes it is necessary to release information to other institutions e.g. Hospital, other Doctors, life insurance companies, Workcover etc. This information will not be released without your prior consent except in the case of serious medical emergency. Staff employed by Family Circle Medical Practice, are also bound to strict confidentiality agreements.



Family Circle Medical Practice

35 Gordon Ave

Hamilton | NSW | 2303

P: 02 4962 1900 **F:** 02 4962 1420

E: admin@familycircle.com.au

W: www.familycirclemp.com.au

OPENING HOURS

Monday to Friday: 8:00am to 6:00pm

Saturday-Sunday: Closed

Public Holidays: Closed

GENERAL PRACTITIONERS

Dr Ravi Stephen FRACGP, DCH, MS(ORTHO), MBBS
Skin cancer surgery, orthopaedics, women's & men's health, aged care and mental health

Dr Ehsan Mozafari FRACGP, MD, Dip (Epidemiology)
Mental Health, Men's & Women's Health, General Medicine

Dr Chamila Kulasekara MBBS, FRACGP
Women's Health, Paediatric Health and General Medicine

PATIENT INFORMATION BROCHURE

OUR SERVICES

- Onsite Pathology
- General Family Medicine
- Immunisation
- Skin Checks & Surgery
- Mental Health Plans
- Enhanced Primary Care Plan
- Employment Medicals
- Management of Acute Chronic Disease
- Women's Health & Antenatal care
- Men's Health
- Infant & Adolescent Health
- Aged Care
- Orthopaedics & Sports Injury
- Joint Injections
- Workers Compensation
- Health Assessments
- Heart Health + ECG
- Drivers License Assessments
- Travel Health
- Asthma Management

INTERPRETER SERVICES

National Relay Service (NRS)

For patients with a hearing/communication impairment

Phone: 133 677

Translating and Interpreting Service (TIS)

For patients who speak languages other than English and require the services of an Interpreter

Phone: 131 450

Please refer to the posters in our reception area.

PHONING YOUR DOCTOR

Our Doctors do not take calls while they are consulting, unless it is an extreme emergency. You can telephone the Doctor during the normal surgery hours.

A message will be taken and the Doctor will return your call when convenient. This surgery does not give results or take prescription requests over the phone. **You must make an appointment for these.**

COMMUNICATING VIA EMAIL

Emails are checked periodically throughout the day and will usually be actioned within one business day. Please do not email us regarding an urgent matter. If you need to speak with us urgently during our opening hours or do not receive a reply to your email, please contact us by phone.

RESULTS

We encourage all patients to return for results, as the Doctor should discuss these with you. Reception Staff do not have access to your results so they cannot give these over the phone.

REMINDER SYSTEM

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a reminder system for cervical screenings, immunisations, blood tests and other preventive health services appropriate to your care. If you do not wish to be part of this system, please advise our reception staff.

REFERRALS

We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist.

FEE STRUCTURE

Family Circle Medical Practice is a mixed billing practice. Children under 16yrs and concession card holders 65yr+ will be bulk billed for general consultations, providing you are registered with Medicare. Some other services may attract an out-of-pocket fee.

For **ALL** other patients there is a private fee for general consultations. We do have reduced fees for concession card holders under 65yrs.

Patient Fees			
Services	Health Care Card/Concession	ALL other Patients	Medicare Rebate
Standard.1 (<14mins)	\$75	\$85	\$39.10
Standard.2 (15-19mins)	\$85	\$95	\$39.10
Long.1 (20-29mins)	\$125	\$140	\$75.75
Long.2 (30-39mins)	\$135	\$150	\$75.75
Prolonged D (>40mins)	\$180	\$195	\$111.50
Excision – General*	\$90	\$90	\$39.10
Joint Injection*	\$90	\$90	\$39.10
Implanon Insertion*	\$65	\$65	\$25.90

*Excisions price are based on level of procedure and are determined by the Dr upon skin check. See website for full list of fees
* Joint Injections are time based. See website for full list of fees
* Implanon Insertion - Price varies if requiring removal first.

SCRIPTS

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see your doctor so that the medical condition for which the scripts are written can be checked.