AFTER HOURS

After Hours Care, please phone **13SICK (13 74 25)**
Alternatively, our practice advises the following options:
Heal Specialist Urgent Care, Cooks Hill (until 8pm) 1300 090 009
The Maitland Hospital, Maitland (02) 49392 262 John Hunter Hospital, New Lambton (02) 4921 3000.

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. We do not provide walk-in appointments.

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 or do not cancel at least 4 hours prior to your GP or 24 hours prior to your Allied Health appointment time, a private fee will apply.

ON ARRIVAL

Please see the reception staff and present a valid Medicare, DVA and current Pension or Health Care Card. Please advise reception of any change of address or personal details. We may ask you to complete an updated details form every few years.

HOME VISITS

Home appointments are made at the discretion of the general practitioner. Alternatively, we do provide telehealth consultations.

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:
Health Care Complaints Commission
Level 12, 323 Castlereagh Street
Sydney NSW 2000
P: 1800 043 159| E: hccc@hccc.nsw.gov.au

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.

PATIENT INFORMATION BROCHURE

FAMILY CIRCLE MEDICAL PRACTICE

35 Gordon Ave, Hamilton | NSW | 2303
P: 02 4962 1900 **F:** 02 4969 1420
E: admin@familycirclemp.com.au
W: https://familycirclemp.com.au/

OPENING HOURS

Monday to Friday: 8:00am to 5.00pm
Saturday-Sunday: Closed
Public Holidays: Closed

GENERAL PRACTITIONERS

Dr Ravi Stephen FRACGP, DCH, MS(ORTHO), MBBS
Dr Ehsan Mozafari FRACGP, MD, Dip(Epidemiology)
Dr Charlotte Jeffery FRACGP, MRCGP, MSc, MBBS
Dr Zarlina Darus- Mustapha MBBS, FRACGP
Dr Simon Tyler FRACGP, MD, BMedSc
Dr Joseph Ashford MBBs, Registrar GP

SPECIALISTS

Dr Irosh Fernando MBBS, MD(Psychiatry), FRANZCP, MPhil, MBiostat,PhD.

ALLIED HEALTH

Simeon Evans MMentHlthNurs, MSN, PgDipHtlhSc, PgDipMHNurs (Mental Health Nurse)
Peri Crawford BHS MPodMed (Podiatry)
Sonia Ruba BHS MsPhysio (Physiotherapy)
Ruby Marusic BSc, BNutrDiet (Hons) (Dietitian)
Andrew Maher Diabetes Nurse Practitioner
Lucas Di Paolo Vestibular Physio

OUR SERVICES

- General Family Medicine
- Pathology
- Immunisations
- Aged Care
- Skin Checks & Surgery
- Orthopaedics & Sports injury
- Mental Health Plans
- Joint injections
- Enhanced Primary Care Plan
- Workers Compensation
- Employment Medicals
- Health Assessments
- Management of Chronic Disease
- Heart health
- Women's Health + Antenatal care
- Travel Health
- Infant + Adolescent Health
- Physiotherapy
- Dietetics
- Podiatry
- Psychiatry

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.

ACCESSIBILITY

We provide disabled parking, wheelchair and pram access via our main entrance, and lift access between floors.

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 by reception 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.**

CULTURAL BACKGROUND

We recommend that you inform us of your cultural background so we can provide you with the most appropriate care.

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.

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 request an appointment.

RESULTS

We encourage all patients to return for results, as the Doctor should discuss these with you. Our staff will make three attempts of contact to arrange follow up when needed. Reception Staff do not have access to your results so they cannot give these over the phone.

FEE STRUCTURE

Family Circle Medical Practice is a private billing practice.

For ALL patients there is a private fee for general consultations. You will get a rebate back provided you are registered with Medicare. Some other services may attract an out-of-pocket fee.

We do have reduced fees for concession card holders over 75yrs. Pre-employment Medicals, forms and Commercial Driver's Licence Medicals will attract a non rebateable fee. *Please see Reception to discuss further*. An extensive list of our fees is also available on our website.

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, breast screen, 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.

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.

If you have been seen recently and require a repeat script, the doctor may write it for you but may require a short consultation with your doctor.

EMERGENCY CONTACT

It is important that you identify someone we can contact in case of emergency or in case we are unable to reach you.