

FAMILY MEDICAL PRACTITIONERS:

All of our general practitioners are committed to providing you with comprehensive and continuous care for you and your family.

Female:

Dr Kathy Roncevic Dr Deepti Vanza
Dr Kelly Nguyen Dr Sarunyah Prabahan
Dr Ying Wu
Dr Sacha Ruberu
Dr Lisa Luo

Male:

Dr George Howe
Dr Victor Yan
Dr Jonathan Phan

ALLIED HEALTH PRACTITIONERS:

We are pleased to have the following allied practitioners working with us:

Dietitian:

- Chole Horne

Exercise Physiologist:

- Susannah Keppo

Physiotherapists:

- Andrew Roy

Psychologist:

- Dr Parvani Pinnewala
- Karina Feldmann
- Georgia Gardiner

Podiatrist:

- Eva Song Hsieh

These services are accessed by appointment only. In certain circumstances you may be eligible for bulk-billing- please discuss this with your GP.

PERSONAL HEALTH INFORMATION:

Patient information collected by this centre is accessible only by medical and allied practitioners and will not be released to third parties without your consent.

Please refer to our privacy statement for more information.

PATIENT FEEDBACK:

We take pride in our services offered and welcome any feedback you may have. Please feel free to discuss any concerns you may have with your doctor or our Practice Manager. There is also a suggestion box in the waiting room for this purpose.

We invite you to join us on Facebook to keep updated with our latest news and provide feedback on your experiences with us:

facebook.com/birkenheadmedicalcentre

More serious complaints may be directed to the Medical Practitioners Board (03) 9655 0500 or to the Health Complaints Commissioner: Locked Bag 18, Strawberry Hills, NSW 2012 phone (02) 9219 7444.

PRACTICE STAFF:

Practice Manager:
Narissa Dennard

Practice Nurses:

Kate Van Der Wel, & Alina Wong

Reception Team:

Liz Elasi, Ashely Morales

You can find out more about us on our website or our Facebook page:

[W: www.birkenheadmedicalcentre.com.au](http://www.birkenheadmedicalcentre.com.au)

[F: facebook.com/birkenheadmedicalcentre](https://facebook.com/birkenheadmedicalcentre)

We look forward to welcoming you to our centre soon!



Birkenhead Medical Centre proudly commenced practice in December 2012; founded by Dr Jonathan Phan & Dr Ryan Quan Vo. We are passionate about providing quality medical care to families and individuals within the local community.

Our vision is to provide quality holistic healthcare accessible to all. As part of our vision, we have a wide range of medical and allied health services available.

Please take the time to read this pamphlet to familiarise yourself with the comprehensive services provided at Birkenhead Medical Centre.

It contains all the vital information about our practice to help make your visit quicker, easier, and more beneficial to your health.

BULK BILLING AVAILABLE*

OPEN 7 DAYS

Phone: 9719 3888

Opening Hours:

Monday – Friday 8am - 6pm
Saturday 9am - 1pm*
Sunday 9am - 1pm*

Shop 134-135/19A Roseby Street, Drummoyne NSW
Birkenhead Point Outlet Centre

Visit: www.birkenheadmedicalcentre.com.au

Facebook: facebook.com/birkenheadmedicalcentre

Email: info@birkenheadmedicalcentre.com.au

*Private fees apply to weekend appointments.
Please speak to reception regarding this.

SERVICES:

We offer a comprehensive general practice, including the following services:

- ✓ Preventative health checks
- ✓ Family planning advice
- ✓ Counselling
- ✓ Travel medicine
- ✓ Women's health
- ✓ Men's health
- ✓ Immunisations & travel vaccinations
- ✓ Pre-employment medicals
- ✓ Ante-natal shared care
- ✓ Workers Compensation
- ✓ Insurance Medicals
- ✓ Chronic Disease Management
- ✓ Skin checks and minor surgery

APPOINTMENTS:

Appointments are recommended to see your preferred doctor. However, patients are also seen on a walk-in basis. Standard GP consultations are 15 minutes and doctors can generally deal with one matter in this time.

We can provide you with long consultations if required. Please advise reception if you would like a longer consultation.

BULK BILLING POLICY:

Patients with a valid Medicare card will be bulk billed for their consultation Monday to Friday 8am – 6pm with an appointment. Any consultations requiring additional services may be charged a procedural fee between \$10 and \$50.

Your doctor will explain any additional costs and obtain your consent prior to any treatment received.

Private fees may apply for all walk in, weekend and public holiday consultations. Expected out of pocket expenses will range from \$20 - \$40 for valid Medicare card holders depending on consultation length

PRIVATE PATIENTS:

Patients without a valid medicare card will be charged the following for a standard GP consultation:

Monday to Friday:

\$78 - \$160

Saturdays (after 1pm), Sundays and public holidays:

\$90 - \$210

For a full price list of consultations, procedures and vaccines please see reception.

CANCELLATION, NON ATTENDANCE & REFUND FEES:

If you are unable to attend your appointment, please advise the reception team as soon as possible.

- For cancellations, we require at least one hours notice for GP appointments and 24 hours notice for allied health appointments (e.g. physiotherapy, psychology etc.)

For allied health appointments, cancelling within this time frame will lead to loss of your booking fee and be charged a cancellation fee.

For all EFTPOS refunds we charge a \$2.00 processing fee. Cash refunds up to \$100 will not be charged this fee.

AFTER HOURS:

The centre is open until 6pm every week night and 1pm through the weekend. If you require after hours medical assistance of a non-urgent nature please call National Home Doctor Service on 13 74 25.

In case of a medical emergency outside our hours of operation please call 000.

PATHOLOGY COLLECTION:

For your convenience, there is an on-site pathology collection service for blood and other specimen collections from:

Monday to Friday: 8am - 1pm

Saturday: 9am - 1pm

Sunday: Closed

RECALLS:

We routinely send recall and reminder letters to patients regarding further consultation and assessment. Patients also have access to the diabetic register, pap screening register, bowel screening register, health assessments and management of chronic diseases.

Once registered, patients are routinely recalled. You may advise your doctor if you object to being included in reminder systems or registers.

TELEPHONE CONTACT WITH DOCTORS:

Please be aware that the doctors do not do phone consultations however for emergency telephone calls, they are always put through to the GP or nurse immediately.

It is recommended that you make an appointment to discuss health issues with your doctor. If you have a non-urgent matter you may also leave a message with reception.

EMAIL CONTACT:

info@birkenheadmedicalcentre.com.au

This email is not to be used in an emergency.

If you are experiencing an emergency please call 000 or phone us on 9719 3888.

TEST RESULTS:

Test results will not be given over the phone. Our doctors request you attend the centre for your results to allow for the provision of appropriate follow-up care.