

PRACTICE INFORMATION

Welcome to Moorebank Family Medical Practice

We believe in providing quality healthcare so that you feel cared for and cared about. We believe that health care is not just about helping you when you are sick, but also about keeping you healthy for as long as possible. It is about working together as a team, about treating you with respect and most importantly, it's about making a difference to your health.

Practice Hours

Monday-Friday	8.30am-6pm
Saturday	8.30am-2pm
Sunday	8.30am-1pm
PUBLIC HOLIDAY	Closed

Clinical Team

Dr Danish Khan
Dr Tuan Bui
Dr Lauren Cross
Dr Mazhar Hamidi
Dr Laurie Thompson
Ms Ferdous Riazati (Nurse Practitioner)
Ms Zoe Tran (Registered Nurse)
Ms Lily Nguyen (Registered Nurse)
Ms Ann Maree (Registered Nurse)

Contact Details

Address: Shop 15 32-40 Stockton Avenue,
Moorebank, NSW, 2170
Phone: (02) 9601 6700 Fax: (02) 9601 6944
Web: <https://moorebankfamilymedical.com.au/>

After Hours Care

If you have an emergency need for medical care at any time of the day you should always call 000 or go to your nearest hospital emergency department. If you have a less urgent need for medical care outside of our practice hours, assistance can be obtained by contacting either of these services:

13SICK: 13 74 25

Health Direct 24-hour advice line: 1800 022 222

Fees & Payment

The practice bulk bills all patients who holds a current Medicare card. Copies of our practice fee

schedule are available at the reception counter.

Payments are accepted by cash, EFTPOS or credit card.

OUR SERVICES

We offer extensive Medical services including:

- Womens' & Mens' health
- Childhood Immunisation & Baby checks
- Travel Health advise and vaccinations
- Heart check: ECG
- Lung Test: Spirometry
- Emergency Medicine
- Skin cancer checks
- Minor procedures and skin excisions
- Family Planning advice and antenatal shared care
- Implanon insertion & removal
- Mental health care
- Chronic Disease Management
- Pre-employment Medical
- Urine Drug Test
- Workers Compensation & Motor Vehicle Accident Claims
- Minor surgeries- sutures, removal of moles

The practice also has well-equipped treatment/procedure room.

Allied Health & Specialists

Our practice has a growing team of Allied Health & Specialists listed below:

- Clinical Psychologist
- Dietitian
- Podiatrist
- Physiotherapist & Exercise Physiologist
- Geriatrician
- Nurse Practitioner
- Cardiologist

We have:

- Greater flexibility with your consulting needs and a well-equipped treatment/procedure room.
- Free Wi-Fi, enabling you to have free access to a wireless internet connection while you wait.
- Ample parking available right in front of the building with wheel chair accessible ramp.
- Disabled toilet facilities within the practice.

Appointments

Every effort is made to accommodate you with your preferred GP at your preferred time. Emergencies are given priority at all times. **Longer consultations** are available upon request. Patients with complex healthcare needs may require longer consultations (discretion of the GP). Consultations are strictly by appointment; however emergencies will be seen promptly. Home visits may be provided for existing non-ambulant patients. This has to be discussed with the treating doctor.

Patient can also book appointments online with our doctors via: <https://healthengine.com.au/>

Home Visit

Our Practice provides home visits for our non-ambulant patients, patients who cannot access primary healthcare due to physical disability. Patients with emergency need for care should contact the ambulance service for assistance.

Recall & Reminder System

As a valued patient you will be automatically enrolled in the Recall System, to ensure you receive relevant health information and pertinent reminders relating to your health such as vaccine updates or screening services. All patients with abnormal results receive a phone call from our surgery. If we are unable to make a contact with you, a letter is sent at your postal address to inform you to see your doctor to discuss the results. Please notify us if you would prefer not to receive information or be on our recall system.

Management of Personal Health Information

The privacy of your health information is important to us. All staff, including administrative staff, respect your privacy and keep your health information confidential at all times. Your medical record is a confidential document and as such it is the policy of this practice to maintain the security of your personal health information at all times and to ensure that this information is only available to authorized members of staff. A copy of our Practice Privacy Policy is available at reception on request and outlines how your information may be collected, used and disclosed.

Repeat Prescriptions, Referral letters & Forms

In the interests of your ongoing healthcare, our doctors will not issue repeat prescriptions or complete referral letters and forms without a consultations.

Contacting your GP

Generally your GP will be unable to speak with you while they are in consultations with other patients. Our reception staff will always pass your message on to your doctor, but it may take them up to several days to return your call or act on your request. If you believe your need is more urgent please let our reception staff know alternatively book an appointment with the GP.

We provide TIS as a translating and interpreting service for patients with English as a second language and AUSLAN for hearing impaired.

Feedback & Complaints

We love hearing from you, if you have had a positive experience you would like to share with us or if you have a concern you would like us to know. Your feedback is very important in helping us identify what we do well and what we can do to make your healthcare experience better. If you would like to provide feedback you can either:

- Speak with GP or Nurse
- Speak with Reception staff
- Speak with our Practice Manager
- Write us a letter or send us an email

However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery please contact:

Health Care Complaints Commission at:
Locked Bag 18, Strawberry Hills NSW 2012
Phone: 1800 077 308 (NSW Toll free) or (02) 9219 7444

Email: hccc@hccc.nsw.gov.au Website: www.hccc.nsw.gov.au

**THANKYOU FOR CHOOSING MOOREBANK
FAMILY MEDICAL PRACTICE**