

GP Appointments

Our opening hours are 0900-1800 weekdays and 0900-1600 on Saturday.

Consultation is by appointment. We are committed to quality of care and therefore we encourage you to see the same doctor, and will make every effort to achieve this for you. If it is not possible, the receptionist will recommend alternatives. Urgent consultations can usually be accommodated in between booked cases.

Serious emergencies are not provided at the Medical Centre other than basic first aid. Ring the Ambulance on 000 if you have genuine emergency if you think you might need to go to the hospital emergency.

Standard consultation is for a single medical issue requiring approximately 5-8 minutes. Longer consultation is available in the increment of 10 minutes. Please let the reception know if you need a 20 mins or 30 mins consultation. We are happy to see more than one family member in a single visit, however please book an appointment for each person attending. [Online booking](http://www.williamph.com) is available – visit <http://www.williamph.com>

Paediatrician Appointments

A valid GP referral is required prior to making appointment. This can be emailed to us at malvern@outlook.com. Initial consultation may take up to an hour. Please ring the surgery if you need to cancel or re-schedule appointment at least two days earlier. Appointment generally is available within 2-3 weeks if you don't mind seeing any of our three paediatricians. Together they are available from Monday to Friday bar public holidays.

Phone 02 9836 3628 for an appointment

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After Hours

When the Medical Centre is closed, you can call 13 74 25 for home visit service by [National Home Doctor Service](#) which operates from 6pm to 8am weekdays, 12pm Saturday to 8am Mon on weekends and 24 hours on public holidays.

Or you can attend the emergency departments of the:

[Norwest Private Hospital](#) at 11 Norbrik Drive, Bella Vista Tel: 02 8882 8555

[Westmead Children's Emergency](#) at Hawkesbury Rd, Westmead Tel: 02 9845 2460

[Westmead Adult's Emergency](#) at Hawkesbury Rd, Westmead Tel: 02 9845 6520

[Blacktown Emergency](#) at Blacktown Road, Blacktown. Tel: 02 9881 8215

[Hawkesbury Emergency](#) at Day St, Windsor. Tel: 02 4560 5512.

Consultation Fees

Bulk billing is available for most patients with valid Medicare card for routine GP services.

Assessments or procedures (travel immunisations, Fitness to Drive assessment or minor cosmetic procedures) that are not covered by Medicare will be charged per private patients.

Dr Cindy Gim, Dr Zlatan Dzumhur and Dr Pragnesh Vaghela charge specialist's fees.

Workcover and private patients are charged according to the AMA (Australian Medical Association) List of Medical Services and Fees (updated every year by [AMA](#)).

Payment is by cash, cheque, EFTPOS, Master or VISA at the time of consultation. Late payment fees may apply.

Life insurance medical assessments are provided on individual quotation depending on time and complexity. GST tax invoice will be provided to the insurer directly.

Commercial driving license assessment generally need a double appointment. Be prepared to have a urine sample taken for test at the time of consultation.

Results of Investigations

Patients are asked to make an appointment to discuss the results of investigations. Results will not be given to patient over the telephone by nursing or reception staff or by doctors. Exception applies when you have previously organised with your doctor. Alternatively you can request result via [ozdocsonline](#).

Repeat Prescriptions

Normally you can make an appointment to see your doctor for repeat prescription. In certain circumstances, your doctor may be prepared to write a prescription without your attendance. You will be charged a nominal fee of \$10.00. The request should be made before noon, and we will endeavour to have the prescription ready after lunch on the same day. You can also request repeat prescription via [ozdocsonline](#).

Email consultations (GPs only)

In certain circumstances, your doctor may be prepared to provide consultation to you via email for example to provide treatment advice or how to interpret specialist's instructions. It is strongly recommended that you use a secured email server. Sensitive medical information should only be sent via [ozdocsonline](#). A nominal fee is charged for each email. Alternatively you can use [ozdocsonline](#)'s eConsultation module.

Lost referral/request form or Repeat referral

In certain circumstances, your doctor may be prepared to write you a repeat referral or replacement referral/request if you can not attend the practice. Again the referral/request will be left at the reception for you to pick up or faxed/rmiled on your request. Same nominal fees as repeat prescription applies. Alternatively you can use [ozdocsonline](#)'s request for referral facility.

Phone consultations

Doctors at the Medical Centre prefer not to provide phone consultation. Medicare does not provide patient rebate for phone consultation. You are advised to make appointment to see your doctor face to face to discuss any issues you may have. Please be advised that receptionists are not allowed to discuss clinical or medical issues.

Parking

Ample parking is available at the Medical Centre. Urgent cases and disabled patients can use parking immediately in front of the practice entrance. There is easy wheelchair access and no steps or stairs from the front of the Practice.

Pathology

Blood tests, Urine tests, Urea breath tests, Pregnancy tests are available at the Medical Centre. Most tests are bulked-billed. Turn over time is about 24-48hrs. Therefore the results of tests is usually available by the next day or two. You should make an appointment to see your GP to discuss your results disregard what tests or what the results are.

Radiology

All imaging requests are referred to the local imaging providers predominantly at Norwest Imagine, Western Imaging or PRP Imaging.