

## FEES AND BILLING ARRANGEMENTS

As we are a private billing practice, fees are payable at the time of consultation by Cash, Eftpos, Mastercard or Visa. The fee structure is available on request and is displayed in the reception area. Medicare Easyclaim is now available, allowing your rebate to be deposited directly into your account. If you have difficulty in paying our fees, please discuss it with Raelie. Veterans may sign the service voucher. Children 18 years and under while still at school and patient's over 60 (with a pension card) are billed directly to Medicare.

## PATHOLOGY RESULTS

Reception staff are not authorised or qualified to give out results. For your privacy and confidentiality, we do not relay results over the phone. Patient's are encouraged to make an appointment with their GP to follow up on results of recent investigations. Patient's will be contacted if results require further action.

## PATIENT MEDICAL RECORDS

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure this information is available only to authorised members of staff. We abide by the Australian Privacy Principles (APP), a copy is available upon request by reception or at [www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles](http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles).

## SERVICES AVAILABLE

Home visits, general check ups, family planning, pap smears, pregnancy tests, ECG heart check, counselling, eye injuries, Immunization (children, adults and travel), minor surgery, contraceptive Mirena and Implanon insertion, suturing of wounds, removal of moles, sun cancers and warts, nutritional advice, industrial medical advice, sports medicine and skin checks.

## PATIENT RECALLS AND REMINDERS

Old Bar Medical Centre uses a recall system for many health issues eg. pap smear and immunization reminders. Please advise us if you do not wish to receive reminders.

## PATIENT FEEDBACK

If you have a problem or concern, we would like to hear about it. Please feel free to talk to your doctor, our receptionists, or the Practice Manager. All communications are completely confidential. Alternatively you can raise any concerns with the Health Care Complaints Commission by contacting:

Freecall: 1800 043 159  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)  
Mail: Locked Bag 18  
STRAWBERRY HILLS  
NSW 2012

## INTERPRETER SERVICE

We use the Telephone Interpreter Service 1300 131 450 when required. We can organise an "over the phone" service or with 48 hours notice an "on-site" service.

We can arrange interpreters through NABS, National Auslan Interpreter Service for our deaf patients. <http://www.nabs.org.au>

## ACCREDITATION

Old Bar Medical Centre has been fully accredited by the Australian General Practice Accreditation Ltd (AGPAL)



As part of our quality assurance and accreditation we will invite you to participate in a survey requesting your views of the practice. All surveys are confidential and assists us in improving service delivery.

To meet the demands of a growing community and practice, and in response to patient feedback, we have increased the size of the waiting room area and added another consulting room. Also in response to patient feedback we have increased the number of doctors working in the practice to six.

## OLD BAR MEDICAL CENTRE

46 Old Bar Road  
Old Bar 2430 NSW

**Phone: 6553 7600 (All Hours)**

**Fax: 6553 7215**

**Email: [officeadmin@oldbarmedical.com.au](mailto:officeadmin@oldbarmedical.com.au)  
[www.oldbarmedical.com.au](http://www.oldbarmedical.com.au)**

# OLD BAR MEDICAL CENTRE Practice Information Brochure

Welcome to our surgery!



**DR DINESH PARMAR—Practice Principal** has an interest in all aspects of General Practice and is available Monday – Friday, except for Thursdays.

**DR DAVID MOORE** has 33 years experience in all aspects of General Practice. He has interests in paediatrics, women's health issues, diabetes, skin checks and minor surgery. Dr Moore is available Monday-Friday.

**DR DEBORAH CHEUNG** has 20 years experience in all areas of General Practice and is available Monday - Thursday mornings.

**DR MARK TZANEV** has an interest in all aspects of General Practice, including women's health and skin checks. Dr Tzanev is available Monday – Friday, except for Wednesdays.

**DR STELLA GONZALEZ** has an interest in all aspects of General Practice and is available Monday - Friday, except for Tuesdays.

## Consulting Hours

(By appointment)

Monday -Friday 8.30am to 6.00pm

And every Saturday morning between  
9am - 12 noon

### MAKING APPOINTMENTS

Please phone **65537600 (ALL hours)** for an appointment.

If there are no vacancies with your usual GP you will be provided with the option of seeing another doctor.

If all doctors are fully booked and you have an emergency or a sick child, please advise reception so arrangements can be made to deal with the medical issue.

- Urgent medical problems will be given priority by the first available doctor.

### Usual Types of Appointments

Standard—up to approx. 15 minutes

Long—more than approx. 15 minutes

Appointments are usually made at 15 min intervals

#### Identifying Standard or Long consultations:

- If you think you will need more than 15 minutes with the doctor, please ask for a double appointment
- If you have a list of issues, your consultation will probably take more than 15 minutes. Please make a double appointment
- If you have any forms that need to be completed, please advise reception and a double appointment will be made.
- Each appointment is for one person. If you have other family members who require medical attention, please make a separate booking for them or book a double appointment.

### Nursing services

are available as co-ordinated by your doctor

- **Sue, Fiona H, Fiona S** are our Practice Nurses and **Lucy** is our Medical Assistant.

Our nursing services include Health Assessments, Immunisations, Wound Care and Chronic Disease Management

### AFTER HOURS ARRANGEMENTS

When the practice is closed, a doctor is "on-call" for problems requiring urgent medical attention.

Please phone **65537600**, listen carefully and follow the prompts.

**For emergencies, dial "000" immediately.**

The practice provides 24 hour care for patients on a roster system with Albert Street Medical Centre, Taree. Our surgery is open Saturday mornings from 9am—12 noon.

### HOME VISITS

Home visits are available for regular patients whose condition prevents them from attending the surgery. Doctors also visit Nursing Homes in the area

### REPEAT PRESCRIPTIONS



If you are on prescribed medication, it is important that you are reviewed regularly, therefore an appointment will be necessary. Please ensure that an appointment is made with your regular doctor prior to your medication running out.

### VACCINES

If you have a vaccine with you, please hand it to reception staff on your arrival for refrigeration. Vaccines should be carried in a cold pack from the purchase point and kept cool.

### TELEPHONE AND EMAIL ACCESS

Interruptions during a consultation can be distracting for both the patient and the doctor. Staff will pass on urgent messages and advise when it is likely that the doctor may return your call after hours.

If urgent, please give reception a clear, concise explanation of the nature of the emergency and your call may be transferred to our nurse. This information will be passed on to the doctor via our nurse.

Please do not contact the surgery via email regarding appointments or health information as it is not considered to be private or secure.

### TELEHEALTH

Telehealth consultations are available at the practice. This enables patient's to have consultations via a video link with specialists who may not be available in the area. If you would like more information regarding this service, please discuss with your doctor at your next visit.

### eHEALTH

An eHealth record is a secure summary of your healthcare information. You control what goes on your record, and who is allowed to access it. Your eHealth record allows you and your doctors, hospitals and other healthcare providers to view and share your health information to provide you with the best possible care. If you wish to register or require further information, please speak with our receptionists.

### OUR PRACTICE

Old Bar Medical Centre is situated in the shopping centre of town, next to Old Bar Pharmacy. We provide off street parking and wheelchair access. **Jan**, Kylie and Simone are our reception staff. **Lucy** is our Practice Manager. Our medical, nursing and receptionist staff have extensive experience in a medical environment and are committed to providing you with the best care. Old Bar Medical Centre has been providing medical care to the community since 1985.



#### THE PRACTICE HAS A NO SMOKING POLICY

which includes both the building and surrounding grounds.

### OUR MISSION STATEMENT

Our mission is to provide the highest standard of patient care, incorporating a holistic approach toward diagnosis and management of illness. This practice is committed to promoting wellness and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect. We believe our patient's come first. Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment.

### SERVICES

**Pathology** - Laverty Pathology is available onsite Monday-Friday 7.30 - 3.30pm. Appointments are not necessary for standard procedures. Ph: 65574984 for enquiries.

**Physiotherapy** - visit our surgery twice a week. Phone Physiotherapy Network in Taree on 65510055 for appointments and enquiries.

**Podiatry** - Gary Stamm visits two Wednesdays a month. Phone 65510066 for an appointment.

**Baby Health Nurse** - Thursdays. Phone Community Health 65929315

**Specialist Physician** - Dr Bilyana Konstantino visits our area once a month doing home visits, please speak with your Doctor regarding an appointment with her.

