

## BROADMEADOW MEDICAL CENTRE – PATIENT INFORMATION

### Our Doctors

Doctors may have special interests, such as mental health, antenatal care or skin checks. If you require a specialised area of care our staff may be able to suggest a doctor to suit your needs.

#### Appointment Doctors:

Dr Erica Rowley - B.Med B.A.(Hons)  
FACPsychMed

Dr Mohamed Sait - MBBS FRACGP

Dr Owen Boyd – MBBS FRACGP

Dr Saiful Habib - MBBS FRACGP

Dr Adrienne Searle – MBBS FRACGP

Dr Nafisa Nasrin – MBBS FRACGP

Dr Ambareesh Mohan - MBBS FRACGP

Dr Farhana Alam – MBBS FRACGP

#### Skin Clinic:

Dr Mohamed Sait MBBS FRACGP

### Services Available

consultations, our practice offers the following services:

- Ankle Brachial Pulse Index
- Ante Natal Shared Care
- Asthma Management / Care Plans
- Audiogram
- Childhood/Adult Immunisations
- Diabetes Management / Diabetes Cycle of Care
- Ear Syringing
- GP Management Plans / Team Care Arrangements
- Instant Drug and Alcohol Screening
- Immunisations
- Mental Health Assessment (existing patients only)
- Care Plans
- Pre -Employment Medicals
- Prescription/Medication Reviews
- Sexual Health
- Skin Clinic
- Spirometry
- Travel advice/vaccines
- Women's Health
- Wound assessment and care



154 Lambton Road Broadmeadow NSW 2292

Phone: 02 4041 4400 Fax: 02 4950 9266

Email: [office@broadmeadowmedical.com.au](mailto:office@broadmeadowmedical.com.au)

[www.broadmeadowmedical.com.au](http://www.broadmeadowmedical.com.au)

ABN: 31 083 104 652

#### OUR MEDICAL CENTRE

Broadmeadow Medical Centre has been operating since 1998 and is a GPA accredited surgery. All doctors within our centre conduct their own independent practice and are committed to providing you with the best care.

#### PRACTICE HOURS

7am to 5pm Monday to Friday,

8.30am to 12pm Saturday

**Newcastle Afterhours** run the clinic 5:30pm to 9pm Monday to Friday,  
12pm to 9pm Saturday & 9am to 9pm Sunday and on public Holidays.

#### HOW TO SEE YOUR DOCTOR

You can make an appointment with your doctor by phoning the Centre on **4041 4400**. Appointments are generally made at 12 minute intervals. We offer double or long appointments for those who feel they will need extra time to discuss their health. While we endeavour to accommodate patients presenting with urgent matters on the day, we may need to refer you to or suggest another service. As appointment doctors can be booked up in advance, we keep a few "fill on the day" appointments for urgent matters. To secure an "on the day appointment" you are encouraged to phone from 7am as they do fill up quickly.

**To assist with maintaining a Covid safe environment,** Telehealth appointments may be available in certain circumstances, please ask reception for further details.

**If you require interpreting services, please inform reception when booking your appointment.**

#### RESCHEDULING OR CANCELLING APPOINTMENTS

At our practice we understand that you may not be able to attend your scheduled appointment so we will do our best to reschedule your appointment. Where practicable we require 2 hours' notice to reschedule or cancel your doctor's appointment. No shows and cancellation within the required timeframe will incur a cancellation fee.

#### FEES

**Fees may vary between doctors** as each doctor allocates their own fee structure. Please ask reception for individual doctors billing requirements. The fees vary depending on the length of time you spend with the doctor. **Non eligible** services under Medicare include: Travel Consults, Driving & Insurance Medicals / Pre employment Medicals, Workers Compensation, Third Party Claims and purchase of non-government supplied vaccinations. **Fees are payable at time of consultation.** A deposit is required for new patients and for procedures, which is deductible from the fees on the day of consultation. If seeing a doctor for a procedure, Mental Health Care Plan or Mental Health Consult, please see reception for possible private costs. Additional fees may be incurred for accounts, late payments, late or non-cancellations of appointments. We are happy to discuss situations of genuine financial hardship in individual cases as it is not our intention to cause you financial distress.

#### **Consultation Fee Guide (fees and concessions vary between doctors)**

Item		Private Fee	Concession Fee	Medicare Rebate
23	Standard Cons	\$95	\$85	\$42.85
36	Long Cons	\$160	\$135	\$82.90
44	Extended Cons	\$185	\$165	\$122.15
23	Skin Cancer Checks	\$120	\$120	\$42.85
23	Iron Infusion	\$200	\$200	\$42.85

**Late cancellation and non attendance fees do apply.**

Please remember that it is not reception staff that determine the billing. It is at the discretion of each individual Doctor.

### **REFRIDGERATION OF VACCINES**

If you are required to purchase your vaccine privately, it is best to purchase these just prior to your appointment as they may require refrigeration. Please advise Staff upon arrival if you have vaccines that require refrigeration.

## **Other Facilities in our Building**

### **Broadmeadow Medical Centre Pharmacy**

Phone: 4021 2048

### **Broadmeadow Physiotherapy**

Phone: 4957 9800

### **Footprints Podiatry**

Phone: 4001 0098

### **Laverty Pathology**

Phone: 4952 2734

## **After Hours**

If medical attention is required outside of surgery hours, please contact one of the following services.

**For life threatening emergencies dial 000 for ambulance.**

### **After Hours Service**

#### **Operates from Broadmeadow Medical Centre**

Phone: 02 4957 7778

Mon-Fri 6pm-9pm

Sat 12pm-9pm

Sun 10am-9pm

Public Holidays 9am-9pm.

### **GP Access**

Phone: 1300 130 147

Mon-Fri 6pm-11pm

Sat 1pm-11pm

Sun 9am-11pm

Public Holidays 9am-11pm.

Note: GP access still has clinics running at John Hunter Hospital, Maitland Hospital, Belmont and Toronto following the changes to their services in December 2021

### **After Hours Home Visits**

#### **Mobile Medic**

Phone: 02 4943 6666

Mon-Fri 6pm-7Am

Sat 12am - Mon 7am.

### **Emergency Department**

Go direct to your nearest hospital

### **PARKING AND DISABLED ACCESS**

Parking is available at the Medical Centre. There are parking bays allocated to disabled patients. We have a drive through in front of the building for dropping off patients having difficulty walking. A wheelchair is available at reception if necessary.

### **HOME VISITS**

Home visits are at the discretion of the doctor. If you are a regular patient, you can make a request for a home visit from your doctor by phoning 4041 4400. Our receptionist will call you back to either confirm the visit or advise you of alternative arrangements.

### **REMINDERS & FOLLOW UP OF RESULTS**

Regular patients are included on our database for reminders, which may include cervical screening, immunisations and other preventative health care issues. If you do not wish to be enrolled our reminder system, please advise your doctor or our reception staff.

Where we receive results from tests ordered by our practice, or correspondence from external health providers which require follow up, you will be added to our recall system and contacted by phone, sms, or mail to arrange a follow up appointment with your doctor. If we cannot contact you directly we will attempt to contact you through your next of kin or emergency contact. It is important to inform reception if your contact details change.

### **TELEPHONE ACCESS & EMAILS**

Doctors in the Medical Centre may be contacted during normal operating hours. The receptionist will take your name, address, telephone number and the nature of your problem and forward this onto the doctor as soon as possible. In an emergency, your call will be attended to immediately by either a doctor or a nurse, though in some situations you may be told to go straight to the hospital.

**We will endeavour to answer your call as soon as possible but if your call is urgent and you are having trouble getting through, please hang up and dial 000.**

Urgent enquiries should not be made via email. For non-urgent enquiries, we will endeavour to reply to your email as soon as possible or forward them on when appropriate. Due to the potential data and privacy risks that can be associated with electronic communications, there may be some enquiries that cannot be completed via email.

### **YOUR RIGHTS / MEDICAL RECORDS AND PRIVACY**

Records will be kept of your visits and treatment. They are confidential. The contents will be divulged only with your consent or by lawful request. You are entitled to see your patient record at any stage after providing adequate forms of identification. This Medical Centre complies with the Privacy Act in the way we collect, store, use and disclose health information. It may be necessary for parts of your medical record or information to be disclosed to other services including medical professionals who are providing you treatment or tests or during activities necessary to operate our Medical Centre (eg: to your insurer, or the organisation paying for your treatment and patient engagement platforms such as HotDoc for bookings, reminders, and notifications). Patient Security Passwords can be used as an extra security measure and external services can be opted out of. Please see reception for further information.

### **CONCERNS**

From time to time patients are invited to complete a questionnaire on ways in which the Medical Centre can be improved. This survey is kept confidential and helps us to improve our services.

We take your feedback seriously and encourage you to fill out a Patient Feedback form and lodge it in the Suggestion Box.

We encourage our patients to bring their more serious concerns to the direct attention of the doctor or the Practice Manager to ensure a timely resolution. We pride ourselves on our service delivery and patient care and as such place a strong focus on continuous improvement in all facets of our services. However, if you feel the matter has not been resolved you may contact the New South Wales Government Health Care Complaints Commission at: Locked Bag 18 Strawberry Hills NSW 2012

### **OTHER SERVICES AND REFERRALS**

Other medical services are located within the building and can be accessed via a lift or stair's they include: Podiatry, Pathology and Physiotherapy.

Our doctors may refer you for further care or investigations with these or to other medical professionals. If you have a preference, please discuss this with your doctor. Your doctor will also discuss associated risks, benefits and costs with you. As the patient you are responsible to contact the referred provider to arrange your appointments

**Smoking is not permitted on the premises or the car park.**