

PRACTICE INFORMATION SHEET

Macquarie Park Medical Centre

Lachlan Square Village

Shop MMC2, 17 Halifax Street, Macquarie Park NSW 2113

Tel: (02) 8756 1111 Fax: (02) 8756 1199

E: info@mpmc.au

W: <http://www.mpmc.au/>

Practice Hours:

Mon, Tue, Wed & Friday 9am – 6pm

Thursday – 9am – 5pm

Saturday - Closed

Sunday – 10 - 2pm

After-Hours Contact

Sydney Medical Service: 1300 HOME GP (1300 466 347) OR 02 8724 6300

If there is an emergency, please contact 000

Our Practice:

Macquarie Park Medical Centre strives to provide the best health care service to the community, best working environment to staff and provide space for creativity in research and learning.

Macquarie Park Medical Centre is owned and managed by GP's. It is a family-oriented practice delivering quality healthcare services for the local community. Our doctors are well experienced with a number of sub-specialty interests.

We are committed to improving the happiness and wellbeing of our patients, integrating current knowledge of curative science with compassion and kindness.

Appointments:

Appointments can be made by calling our practice on 02 8756 1111, or you can book online through our website: <http://www.mpmc.au/> Our standard appointment length is 15 minutes. If you require a longer appointment or would like to book appointments for more than one member of the family, please advise reception when booking. We accept walk-in appointments, but priority will be given to those patients with pre-booked appointments. We make every effort to keep our appointments

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Website: www.mpmc.au Email: info@mpmc.au

running on time, but if an urgent situation arises, it will be dealt with as a priority. We thank you in advance for your understanding.

Doctors and Medical team:

Dr Emad Ghannoum - MBBS FRACGP

Dr Janaki Gupta - MBChB, BSc (Hons), DRCOG (UK), MRCGP (UK)

Dr Nam Eun Kim – MBChB, FRNZCGP FRACGP

Cardiologist

Dr Narayanan Renganathan

Geriatrician

Dr Sina Yarmohammadi

Dietitian

Houda Chaaban

Podiatrist

Alhan Ramez

Reception team

Jaya, Zoe & May

Nurses

Susan Lili

Services Available:

- Children’s Health/Vaccinations
- Women’s Health
- Diabetes Management
- Mental Health Assessment
- Travel Medicine
- Sports Medicine
- Blood Tests
- Imaging on site
- Dentist on site
- Senior’s Health
- Work Cover/Workers Compensation
- Asthma Management
- Pre-employment Executive Health Checks
- Weight Management
- Vaccinations
- Minor Emergencies
- Male and female doctors available

- Physio on site

Management of your Personal Health Record:

At Macquarie Medical Centre, we follow the OAIC Australian Privacy Principles as detailed here: <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

Any information contained in your health record is confidential and is only available to authorised staff. A copy of our Privacy Policy is located at Reception.

Communication with your doctor:

Our reception team will be happy to take your telephone message and pass it on to the doctor, who will deal with it as soon as they are available to do so. (Record Contact Notes)

Test results:

Your doctor will advise you of when they expect your test results to arrive back. A member of our practice team will contact you to let you know when they are back, so that you can book an appointment with your doctor to follow up. For patient confidentiality purposes, we do not provide test results over the phone. We may send reminders by SMS regarding your test results and reports – please let Reception know if you wish to opt out of receiving these reminders.

Reminders:

We may send SMS reminders or letters offering preventative services appropriate to your care and circumstances, please let Reception know if you wish to opt out of receiving these reminders.

Fees and Billing:

Macquarie Park Medical Centre is a **mixed billing** practice for patients. Patients without a Medicare card will be required to pay privately as per the fee schedule below

Weekday private billing fees: Monday – Friday 09.00am – 6pm

Type of attendance	Patient Cost
Standard consultation (<20min)	\$75
Long consultation (<40min)	\$120

After hours private billing fees: Saturday 1pm onwards & Public Holidays

Type of attendance	Patient Cost
Standard consultation (<20min)	\$75 - \$85
Long consultation (<40min)	\$120 - \$150

Other Costs

Type of attendance	Patient Cost	Rebate
Iron Infusion	\$200	\$82.90
Flu Vaccine	\$20	N/A

Payments

Full payment of fees is required following your consultation.

We accept EFTPOS, cash and credit cards. Where a Medicare rebate is payable, we can give you the Medicare form required to claim your rebate back.

Medicare rebates will vary between weekdays and weekends. Our staff can tell you what rebate is available at the time of your appointment.

****Please note, some of our GP's provide services which are privately billed with no Medicare rebates available****

Translating Services:

Please advise our reception team in advance if you require free interpreting services from the Translating and Interpreting Service (TIS) and we can arrange this for you.

Feedback and Complaints:

We have a suggestion box in our reception for patients to complete if needed.

We also accept verbal complaints through Reception which are documented, and these complaints will be followed up by the Practice Manager/Principal Doctor.

Macquarie Park Medical Centre aims to provide you with the best possible healthcare and service at all times. If you have any complaints, feedback or suggestions, please fill out a suggestion form, available in the reception area, or ask to speak to our Practice Manager.

If we are unable to resolve your complaint to your satisfaction, you may wish to contact the NSW Healthcare Complaints Commission:

Locked Mail Bag 18

Strawberry Hills

NSW 2012

Email: hccc@hccc.nsw.gov.au

Tel: 1800 043 159

