

Patient Information Sheet

FAMILY MEDICAL PRACTICE

2 Wentworth Avenue, North Rocks NSW 2151

Tel. 9890-3848 Fax. 9890-5552

Practice Hours

Monday to Friday 8:00am – 4:30 pm

Practice Team

GP – Dr Jancy George

Practice Manager – Leji

Receptionist - Priyanka

To see the doctor appointments are recommended. The waiting time without an appointment is un-predictable. Emergencies will always be given priority. Doctor aim to see appointments on time, however sometimes delays can occur. Longer consultations are available by appointment only.

Services Provided

- General Health check ups
- Pathology
- Skin Checks
- Travel Vaccinations
- ECG
- Vaccinations Childhood & General
- Minor Procedures
- Pap Smears
- Pregnancy Tests
- Men's health checks
- Workers Compensation
- Pre-employment medicals
- Diabetes Clinic

After Hours Care

After Hours services are available on weeknights from 6pm and 24 hours on weekends and public holidays. Call Sydney Medical Service on 02 8724 6300 for After-hours service.

Results

When referred for tests, we recommend you make a follow-up appointment.

Results will not be discussed over the phone for privacy and medicolegal reasons.

You are welcome to call the practice to find out if your results are back.

Telephone Access

Under the current COVID19 pandemic, Medicare has made available Telehealth consultations for all patients.

To have a telehealth consultation, you book an appointment as normal and the doctor will call you at the appointment time.

In an emergency your call will be put through to a nurse or doctor.

Medical Certificates

All legal documents and cannot be issued without actually seeing the Doctor and they cannot be issued retrospectively.

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Fees and Billing Arrangements

The GPs at our practice bulk bill all patients with a current Medicare/DVA card. If you do

not have a Medicare/DVA card please enquire with the receptionist regarding fees.

Reminder System

Our practice is committed to preventative care. We may issue you with a reminder

notice from time to time offering you preventative health services appropriate to

your care. If you do not wish to be part of this system, please let your doctor know.

Referrals

Our GP is experienced at handling many medical concerns. At times they may refer

you to a specialist for further help. Referrals are legal documents and cannot be

back dated under any circumstances.

Management of Health Information

Your medical record is a confidential document. It is the policy of this practice to

maintain the security of personal health information at all times and to ensure that this

information is only available to authorized members of staff. We abide by the 10

national Privacy Principals available at www.privacy.gov.au/health/index/html.

Access to personal health information

Patients of our practice have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000. Our practice endeavours to assist patients in granting access where possible and according to the privacy legislation. Please inform the doctor or reception staff if you wish to have access to your health information.

Your Rights

We take your concerns, suggestions and complaints seriously. Our staff are happy to

discuss any concerns you may have in person or in writing. You can contact our Practice manager at 02 98903848

NSW Health Complaints Commission

Ph: 1800 043 159

Email: hccc@hccc.nsw.gov.au