



Phone 4332 6000 Fax 4332 8777

reception@gracemedicalcare.com.au

10 Bay Village Rd, Bateau Bay, NSW 2261

Bulk Billing - Open 7 Days a Week

Dr Dion Hanna

MB BCH, Dip of Surgery, FRACGP

Dr Rukhsana Javed

BSc, MBBS, FRACGP

Dr Nasim Romina

M.D, FRACGP

Dr Michael Malek

M.D

Dr Oliver Weir

MBChB, MRCGP, FRACGP

Dr Elizabeth Varela Loureiro

M.D, FRACGP

Dr Joo Faa Yee

FRACGP, MBChB

Dr Shama Aamer

MBBS, FRACGP

Dr Pushpa Kumar Padmakaran

MBBS, MRCGP(UK), MRCPCH(UK) FRACGP

Dr Emad Abadir

MB BCH

Dr Gabriel Akra

MBBS, FACEM, FRCEM, FRCSEd, FWACS

Dr Merlene Thrift

MBBS, FRACGP

Dr Lydia Murillo-Camus

M.D

In House Health Professionals

Psychologists	Sheree Simpson, Ian Kilpatrick
Physiotherapist	Paul Shahin
Exercise Physiologist	Jessica Holfter
Dietician	Optimum Health Intake
Geriatrician	Dr Anurag Bansal

Practice Hours

8am – 8pm, 7 Days A Week, Closed on Public Holidays

Thank you for choosing GRACE MEDICAL CARE
We are committed to supporting and providing the most comprehensive, accessible and affordable general practice medical care, to all individuals and families in our community.

Appointments - Consultation by appointment is always preferable. Walk in patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please “check-in” with reception on your arrival to avoid an unnecessary delay in the waiting room. If you would like to cancel an appointment please do so prior to the allocated time. To help us schedule appropriately, when booking, please inform reception of the nature or type of your consultation e.g. insurance medicals, postnatal checks, pap smears, counselling, excisions, or if the Doctor or Nurse has advised you about getting something done then etc. and if more than one member of the family is to be seen. Please remind reception on arrival as well.

Waiting Times - Every effort is made to keep to appointment times however this is sometimes difficult due to emergencies and unexpected longer consultations. Your time is valuable so we appreciate and thank you for your patience and understanding.

Continuity of Care and Doctor of Your Choice - We endeavour to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between them.

We recognise that it is not always possible to see the same doctor, so our system of recording notes effectively takes this into account.

Home Visits - We do provide house calls for our regular patients of this practice, when necessary, on request, at a fee. However it is usually better if you are able to attend the surgery as it is better equipped for examination and treatment.

After Hours - If you require medical attention afterhours please check with reception on our afterhours service available to our patients, alternatively please call Gosford Hospital on 4320 2111 or Wyong Hospital on 4394 8000. **For emergencies please call 000 or attend the closest hospital to you.**

Telephone Calls - Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse can help determine urgency. Most problems are best dealt with in a consultation.

Procedures - The doctors can perform many minor surgical procedures if required (e.g. removal of moles or skin lesions, wound suturing, ingrown toenails), cryotherapy and surgical diathermy (for skin cancers and warts etc.), nebuliser and pap smear equipment are available. Longer appointment times may be required for some procedures so please inform reception.

Sterilisation - All reusable instruments used for procedures are sterilised in an autoclave under high temperature and pressure conditions to meet the Australian Safety Standards. Disposable equipment is used in many instances to ensure patient safety.

Investigations - The doctors in the practice can perform electrocardiograms (ECG), lung function testing, Spirometry, blood sugar testing, INR, pregnancy tests, hearing tests etc.

Pathology and Imaging - Blood collection for pathology can be done on site **7 days a week**, for times please check with reception or nurses. X-rays, CT scans, ultrasound,

mammograms, and endoscopy tests can be arranged elsewhere when needed.

Patient Test Results - Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception have your current phone number and address details when booking or before leaving.

Patient Recall for Preventative Care - To further improve our service to you, we have implemented a Patient Register for Preventative Activities. This is a Reminder/Recall System in which we contact the patient by either mail or phone for follow-up of a preventative activity such as a skin check, cholesterol check, blood pressure check, Pap smear, Mammogram or Prostate examination etc. Our practice also takes part in state and territory registers which help us work out who is due to be seen. Patients attending this practice will automatically be included on our Reminder/Recall Register. Patients are requested to inform the Doctor, Nurse or Reception if they choose not to be included. You will need to sign a form if so, for us to keep on record. We also offer the opportunity for patients to initiate these reminders/recalls to be sent to them. Please speak to your doctor or nurse about arranging this. The purpose of this register is purely as a service to patients from this practice and confidentiality is ensured at all times. If you wish to opt out of our recall system please tell your doctor.

Chronic Disease Prevention - We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to “measure up” and have your modifiable lifestyle factors assessed. We can also offer cardiovascular risk and Diabetes risk assessments.

Health Assessments - For our patients over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Home assessments can be arranged. Patients aged 45-49

are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which they may be at risk.

Veteran Affairs -  **GRACE MEDICAL CARE** acknowledges the services of our defence force and Veterans, and takes honour in providing them with DVA continuous health care.

Transfer of Medical Records - If you require a copy of your medical records to be sent here from another practice, please ask reception for the applicable form. If you require a copy of your records to be sent elsewhere our practice sends a summary for free, but there may be a charge for preparing complete records.

Disabilities - It is our policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff who will be very willing to assist.

Hearing or Language Issues? - To help our GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use an Interpreter service where necessary.

We Are An Accredited General Practice - Accreditation is the process of measuring and ensuring quality in the General Practice. Accreditation is based on standards developed by the Royal Australian College of General Practitioners and Government representatives. Accreditation is a sign of this practice's ongoing commitment to Quality Patient Care.

We acknowledge the traditional custodians of the Central Coast and surrounding areas. Our practice participates in the 'Close the Gap' Government initiative. To allow us to tailor appropriate care and assist with this government health initiative please tell Reception, our Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin.



Billing Policy - Here at  **GRACE MEDICAL CARE** we always strive to deliver and maintain the highest quality of health care while fully **Bulk Billing** all Medicare services. All you would need is your **Medicare Card** or **Department of Veteran Affairs Card**, and, if you have a **Pensioner Card**, **Health Care Card** or a **Commonwealth Seniors Health Card** please have it ready as well, otherwise payment is required at the time of consultation. Work cover consultations, private/employment medicals, and non-Medicare services do incur charges and payment is required at the time of consultation with either EFTPOS or cash. Details of specific non Medicare consultation fees can be obtained from Reception.

Your Medical Information & Your Privacy - All doctors at the practice use computerised medical records to record information, order tests, provide prescriptions and file specialists reports. Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. A single A4 health summary sheet will be made available free, further information may incur a charge. We have a Privacy Policy Brochure available and a Written Practice Privacy Policy.

Collaborative and Divisional Events - Our practice is involved in participating in national collaboration which help the Government provide feedback to practices in regard to pooling of knowledge, expertise and resources.

Patient Rights and Feedback - We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, the practice manager or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can contact: Health Care Complaints Commission: Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012, Phone: (02) 9219 7444.

Correspondence - PO Box 4145 Bay Village NSW 2261

