



Practice Hours

Monday to Thursday 8:30am – 3:00pm
(appointments only)

Book online using the HotDoc app (preferred) or contact reception for assistance.

Practice Team

- GP – Dr Jancy George
- Practice Manager – Mr Leji Abraham

To see the doctor, appointments are recommended. The waiting time without an appointment is unpredictable. Emergencies will always be given priority. The doctor aims to run on time; however, occasional delays can occur. Longer consultations are available by appointment only.

Services Provided

- General health check ups
- Pathology (by referral)
- Skin checks
- Travel vaccinations
- ECG
- Vaccinations (childhood & adult)
- Minor procedures
- Cervical screening
- Pregnancy tests
- Men's health checks
- Workers compensation
- Pre-employment medicals
- Diabetes care

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

Telephone and Telehealth consultations may be available where clinically appropriate and where you are eligible under Medicare requirements.

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

In an emergency, call 000.

Medical Certificates

Medical certificates are legal documents and cannot be issued without actually seeing the doctor. They cannot be issued retrospectively.

Patient Information Sheet
FAMILY MEDICAL PRACTICE
2 Wentworth Avenue, North Rocks NSW 2151
Tel. 9890-3848 Fax. 9890-5552
Email: fmp@gpnorthrocks.com.au



Fees and Billing Arrangements

The GP at our practice bulk bills eligible patients with a current Medicare/DVA card. If you do not have a Medicare/DVA card, please enquire with the Practice Manager regarding fees.

Reminder System

Our practice is committed to preventative care. We may issue reminders 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 us know.

Referrals

Our GP is experienced in handling many medical concerns. At times you may be referred to a specialist for further help. Referrals are legal documents and cannot be backdated 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 information is only available to authorised members of staff. We abide by the Australian Privacy Principles.

Further information:

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 in accordance with privacy legislation. Our practice endeavours to assist patients in granting access where possible and according to the privacy legislation. Please inform the GP or Practice Manager 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 on 9890-3848 or email fmp@gpnorthrocks.com.au.

NSW Health Care Complaints Commission

Ph: 1800 043 159

Email: hccc@hccc.nsw.gov.au