



PRACTICE INFORMATION SHEET

Suite 1, 28 Mitchell Drive, East Maitland, NSW. 2323

Ph: (02) 9178 9031 / Fax: (02) 9178 9032

Email: info@greenhillshealthhub.com.au

Website: www.greenhillshealthhub.com.au

OPENING HOURS:

Monday 8.30am – 4:30pm

Tuesday 8.30am – 4:30pm

Wednesday 8.30am – 4:30pm

Thursday 8.30am – 4:30pm

Friday 8.30am – 4:30pm

OUR PRACTICE TEAM:

Dr Mohammed Mohammed

Dr Sura Abbas

Dr Madeeha Sajid

Dr Sathyajith Bandara

Practice Manager: Claire Grant

Nurses: Lara, Libby & Victoria

Reception: Melissa, Roberta, Sibella

APPOINTMENTS

Appointments can be made by calling us on

(02) 9178 9031

or anytime online via the HotDoc app.



SERVICES AVAILABLE

- Comprehensive General Practice service
- Routine health check ups
- Family medicine
- Women's Health Clinic (Serenity Women's Health Clinic)
- Preconception counselling
- Pregnancy and antenatal care
- Hyperemesis gravidarum management
- Postnatal care
- Contraception counselling
- IUD insertion and removal
- Implanon insertion and removal
- Menopause and perimenopause
- Cervical cancer screening
- STI screening and management
- Breast cancer screening
- Acute injury management
- Mental health
- Immunisations (children and adult)
- Travel advice and vaccines
- Skin checks
- Chronic Condition Management
- Health Assessments
- RMS Driving Medicals
- Pre-employment Medicals
- Commercial Driving Medicals
- Excisions / Wound repair / Minor procedures
- Men's Health
- Smoking cessation support
- Iron infusions
- On-site pathology

AFTER HOURS

If you have an emergency or need urgent medical attention, please dial **000** or visit your nearest emergency department. For less urgent after-hours service, please call:



National Home Doctor:

13 74 25



GP Access

1300 130 147



Health Direct

1800 022 222

FEES AND PAYMENT

We are a mixed billing practice.

Bulk billing applies to the following only:

- **65 years or older with a valid Pension Card issued by Centrelink**
- **Children 12 years old or younger**
- **DVA Gold Card holders**
- **DVA White Card holders consulting about an eligible condition**

Bulk billing does not apply to procedures, skin checks or employment medicals etc.

Fees are payable at the time of consultation and can be made via cash, EFT or credit card. EFTPOS facilities & Medicare claiming is available on site.

If you think you need more time than a standard 15-minute consultation, please let us know at the time of making your appointment. For example, you will need more time for your first visit, if you want to discuss multiple problems, for a complex health issue, or for a mental health assessment. Making the right appointment for your needs will assist the doctor to run to schedule. Whilst we endeavour to run on time, it is not always possible. In the interest of good

patient care, some patients consulting times may be extended. We respect our patients needs and are proud of the services we provide and hence try to accommodate your individual needs as much as possible. In return, we would like all patients to respect our clinical and reception staff by being considerate and understanding when acutely sick patients or emergencies are fitted in and unavoidable delays occur. Please remember if your doctor is running late, it is because someone needed his or her extended care and attention. We will do our best to advise you if there is a delay and give you the option of rescheduling if you are unable to wait.

If you arrive for your appointment and you think you require urgent assistance (due to chest pain, difficulty breathing, dizziness, bleeding or severe pain) or you believe you may be contagious (cough/cold, flu symptoms, gastro, rash) please advise our reception staff immediately so we can assist you.

HOME VISITS

Home visits can be arranged for eligible existing patients. Please contact reception or speak to your GP to discuss further.

UNABLE TO ATTEND YOUR APPOINTMENT

We respectfully ask if you can no longer attend an appointment, to please cancel or reschedule through your confirmation message or by calling reception. A cancellation or non-attendance fee of \$30 will apply if your

appointment is cancelled with less than 4 hours' notice or is not attended. Future appointments will not be scheduled until this fee has been paid.

TELEPHONE CALLS AND COMMUNICATION

Generally, your doctor will be unable to speak with you while consulting with other patients. Your phone query will be handled by our friendly receptionists who will try to assist your enquiry or pass a message onto your doctor.

OTHER SERVICES

Services that visit our practice are:



Mitch Bowd (Exercise Physiologist) -

Every Wednesday and Thursday

Dr John Prickett –

Once per month

Ph: (02) 4923 8900

Email: info@nipm.com.au

TEST RESULTS

During your appointment your doctor will advise you to make a follow up appointment for your results.

If you have not booked an appointment and your doctor wishes to see you regarding a “non-urgent” result you may receive an SMN notification, email, SMS notification or a phone call asking you to book an appointment. All urgent test results will be contacted by phone to arrange an appointment.

ZERO TOLERANCE POLICY

Our practice does not tolerate or endorse threatening and/or abusive behaviour (verbal or physical) towards our team members. If you fail to treat our staff with respect you will be asked to leave the practice and find a new GP.

WORKCOVER

Patients presenting with a work-related injury are liable for all costs involved. You will be required to pay for your consultations until your insurance provider has accepted liability and given you a claim number. Once you have

received a claim number we will then forward all accounts directly to your insurer.

FEEDBACK

Our practice tries very hard to provide our patients with a high-quality level of care and we aim to continually improve our systems and services to help us better care for you. We will gladly listen to your suggestions or complaints and follow them up constructively.

Please contact our practice manager via email:

claire@peppertreegp.com.au

Alternatively, you may prefer to contact the relevant government authority:

Health Care Complaints Commission

Locked Bag 18

Strawberry Hills NSW 2012

Ph: 1800 043 159

Email: hcc@hcc.nsw.gov.au

YOUR HEALTH INFORMATION

The privacy of your health is important to us. All staff respect your privacy and always keep your health information confidential. It is a policy of this practice to maintain security of your personal records and to ensure this information is only available to the relevant authorised authorities under the Health Records & Information Privacy Act 2002. Please be aware that your health information may be disclosed in referrals to other health care providers as our practice regularly engages with local specialist and allied health providers.

WANT MORE INFORMATION

Please visit our website

www.greenhillshealthhub.com.au

Or follow us on Facebook for regular updates.

- [GreenHills Health Hub](#)



