



Medical Centre.

----- Southpoint -----

Medical Centre will attempt to contact you regarding any urgent results.

Booking Appointments

By calling: **(02) 9961 3377** or in person or using online access. Walk in may be available till 2pm. Urgent appointments are considered if needed. Regular appointments are based on a short consultation, if you feel you need longer consultation please discuss with the receptionist at time of booking. Appointments for health assessments, complex medical problems, or removal of lesions, all require extra time. Whilst the Doctors aim to keep patients waiting times as short as possible, delays may occur.

Services Available:

- Female and Male GPs
- Pathology collection & processing
- Child immunisation
- Health Assessments & Management
- Pregnancy shared care

Opening hours

Monday – Friday: 9 am – 5:30 pm [walk-in may be available till 2pm ONLY]

Weekends, public holidays: CLOSED

Phone consults

Available as per guidelines & within legal boundaries only.

Home Visits

Can be arranged in certain circumstances pre-booked with the doctor. Please discuss with the receptionist for clarification. Remember to call the ambulance service on 000 if you are experiencing severe pain or illness at any time.

Results

A follow up appointment is usually required to receive results. Telephone advice will only be made if authorised by your doctor. The

Prescriptions

Check your medications regularly and ensure you have sufficient supply until your next appointment.

After Hour Services

We are partner with National Home Doctor Services. Please Call 13SICK Or 137425 For any after hour medical services needs.

If URGENT CARE is required, please call the Ambulance Service on 000 or attend nearest hospital. Please see us after your discharge from hospital for care continuation.

Reminder System

The Medical Centre is committed to preventative health care and has a recall system in place for routine screening and care plans. You may get a phone call or letter from time to time from the Practice Staff requesting you make an appointment.



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Contacting Your Health Professional

Phone calls to your doctor will be put through initially to the Nurse if available or the Nurse will return your call as soon as possible. The nurse will then discuss any concerns with your doctor and get him/her to phone you back as required. If your doctor has asked you to phone, please advise reception and you will be put through or a message will be taken for the Doctor to return your call as soon as possible.

Compliments and Complaints

If at any time you have a concern, comment or suggestion please do not hesitate to fill in a "Compliment, Comment or Complaint" form (available in Medical Centre Waiting Room), contact **Health Care complaints commission** on 1800 043 159 or mail to Locked Mail Bag 18 Strawberry Hills, NSW, 2012.

Confidentiality-Privacy and Health Information

Your medical record is a confidential document. It is a policy of this Practice to maintain security of personal health information at all times. Information is only accessed by authorised members of staff for the purposes of improving or enhancing your health care.

Billing

This is a mixed billing Practice.

Bulk Billing available for: Children less than 10 yrs old; patients who present valid Centrelink/ healthcare/ pension/ senior's card; certain longer visits for MBS GPMP+TCA/ reviews, 707 & 715 and AHP visits.

All other GP fees are as per UpToDate AMA/ SIRA schedule, which is available here:

<https://www.sira.nsw.gov.au/resources-library/list-of-sira-publications/accordion/workers-compensation-publications/fees-orders/historical-health-related-fees>

Parking

Ample free parking is available for convenience of our patients in the shopping centre car park.

Shops 4-5 Southpoint Shopping Centre, 238 – 262 Bunnerong Road, Hillsdale, NSW, 2036

Phone: 02 9661 3377. Fax: 02 9661 3399. Email: info@medicalcentresouthpoint.com.au Website: www.medicalcentresouthpoint.com.au