

Information Handling:

Your medical record is a confidential document.

It is our policy that these documents are to remain secure at all times.

Information of any kind can only be given to the patient concerned. If necessary, however, written consent may be given by the patient for alternative arrangements. Before any information is given, an appointment for discussion of this information will be required with your doctor

Reminders:

The practice uses a reminder system for the annual review of a variety of health issues.

This recall system is voluntary and concerns those patients who have participated in Diabetes reviews, Hypertension checks, Pap Smears and Health Assessments. Our nurse or practice staff will be happy to discuss the recall system with you if there are any concerns. If you do not wish to be involved in this system please advise reception.

Complaints:

We welcome any inquiries or concerns you may have about the practice. We ask that you address these to the office manager or your doctor.

If you have an issue that you feel needs to be issued by an external body. You can contact **The Health Care Complaints Commission on Ph: (02) 9219 7444**



Monmed Pty Ltd
ABN: 78 902 037 278
3/50 Harrison St,
Cardiff NSW 2285
Phone (02) 4954 0855
Fax (02) 4954 0287

CARDIFF FAMILY PRACTICE

3/50 HARRISON ST

C ARDIFF NSW 2285

Website: www.cardifffamilypractice.com.au

PH: 4954 0855

FAX: 4954 0287



Dr Monika Mehta

Dr Kavita CHHILLAR

Dr Robert Yates

Mel Stevenson RN

Louise Harrison RN

WELCOME!

This is a General Practice consisting of three General Practitioners:

Dr Monika Mehta, Dr Kavita Chhillar & Dr Robert Yates.

We have two registered Nurses, Melanie Stevenson and Louise Harrison. Our staff are dedicated to providing comprehensive and safe medical care for individuals and families.

Practice Hours:

Monday – Friday 8.30am – 6.30pm

Saturday 8.30am – 11.00pm

We are closed Sunday and Public Holidays.

Appointments:

We require an appointment to be made if you want to see a doctor or a nurse. If you feel that you require a long consultation (i.e. having a Pap smear), please notify the receptionist when you make your booking.

Online Bookings available at via our website
www.cardifffamilypractice.com.au

Emergency appointments are available mornings at 8.30am. Please inform our receptionists if your appointment is related to an urgent situation.

**PATIENTS NEED TO BE SEEN
BY THEIR DOCTOR FOR
REPEAT PRESCRIPTIONS
AND REFERRALS.**

NURSING – We have a Nurse available everyday.

Other services available are:

- Pap Smears
- Immunisations
- 75 Health Assessments
- RTA medicals
- Diabetic Reviews
- 4 year old health checks
- 40 -49 health checks
- Pre-employment medicals
- Care plans
- Wound dressings
- ATSI yearly health assessments

Our instruments are disposable and sterile packs are used for all procedures.

Translator service: 131450

NABS (sign language interpreter) - 1800246945

Our practice encourages patients to utilize the free translating and interpreting service.

Home visits: Home visits may be available at doctor's discretion during surgery hours for regular patients of the practice. For urgent cases during business hours, please ring the surgery as an ambulance may be necessary.

After Hours arrangements: If you ring our surgery number the information below is also provided.

After Hours Medical Service 137425

GP after hours helpline:1800 022 222

In an emergency, please phone 000 or the ambulance service on 131 233, or go to the emergency department of your nearest public hospital.

Fees and payment:

Payment for consultation and associated services is required at the time of attendance. **We do not issue accounts.** We have EFTPOS and credit card facilities available at our practice. If you expect that you may experience difficulty paying, please speak to your doctor at the time of consultation.

We usually Bulk Bill all concession card & pension card holders on the presentation of their current card.

We Bulk bill under 16's and Veteran Card holders.

Our consultation fees are displayed in our waiting room. Additional costs may apply for other services (such as surgical procedures or dressings).

Other doctors/specialists may have fee schedules that differ from our practice. Also, Pathology and X-ray services may also charge additional fees and patients are encouraged to confirm those costs with the individual provider.

Follow up test results - Patients will be notified if doctor needs to see them or patients can make follow up appointment with doctor.

Telephoning doctors:

The doctors may be contacted during surgery hours. If it is an emergency, the receptionist will put you through. Otherwise, a written message will be taken and the doctor will contact you when they are next available.

Our nursing staff may be able to assist in your enquiries, our reception staff may ask you to speak to our nurses before seeing or speaking with a doctor