

Family Medical Practitioners

All of our general practitioners are committed to providing you with our comprehensive and continuous care for you and your family. For more information about our doctors, please visit our website

www.rozellemedicalcentre.com.au

- Dr Jonathan Phan
- Dr Celine Douek
- Dr Debra Tattersall
- Dr Zoe Boyatzis
- Dr Sarah Weaver
- Dr Latha Birra
- Dr Lisa Luo
- Dr Melissa Di Sano
- Dr David Ritchie
- Dr Anthony Santamaria
- Dr Janice Lim

Personal Health Information

Patient information collected by Rozelle Medical Centre is only accessible by our medical and allied health practitioners. Your information will not be released to third parties without your written consent. Please refer to our privacy statement for more information, a copy of which is available at reception.

Patient Feedback

We take pride in the services we provide and welcome your feedback. There are anonymous patient feedback forms available at reception. Please feel free to express any concerns you may have by booking an appointment with our practice manager. You can submit a feedback letter to: info@rozellemedicalcentre.com.au

More serious complaints can be directed to the Health Care Complaints Commissioner:

Locked Bag 18

Strawberry Hills 2012

tel: 02 9219 7444

Translating Service

If you require a translator during your consult, please inform our reception staff. Our doctors are registered with TIS National and an over-the-phone translator can be arranged at no additional cost to you.

Online Booking

Please visit our website or download our free app Appointuit to make GP appointments online.



670 Darling Street, Rozelle 2039

tel: 02 9818 1355 | fax: 02 9818 5317

www.rozellemedicalcentre.com.au

info@rozellemedicalcentre.com.au

Rozelle Medical Centre opened its doors at the new site in January 2015. We are conveniently in the heart of the Rozelle community. We are founded by Australian-trained doctors who are passionate about providing quality medical care to both individuals and families.

Our vision is to provide holistic healthcare that is accessible to all. As a part of that vision, we have a wide range of medical services available in one convenient location.

Please take the time to read this information sheet to familiarise yourself with the comprehensive services provided by Rozelle Medical Centre.

This booklet contains all the important information about our practice, so that it will make your visit to the doctor as quick, easy and most beneficial to your health as possible.

Mixed Billing Appointments*

Opening Hours:

Monday to Friday: 8am - 7pm

Saturday to Sunday: 9am - 1pm

Public Holidays: 9am - 1pm



*Conditions Apply and fees vary for each doctor

Allied Health Practitioners

Please be aware that allied health appointments will incur an out of pocket fee. Please ask the receptionist for further information.

- Dietitian: Chloe Horne
- Exercise Physiologist: Michael Zajc
- Physiotherapist: Kirsten Vo
- Child Psychologist: Joshua Broderick
- Psychologist: Natalie Shavit

Practice Staff

Our friendly administration staff are happy to help with any enquiries you may have.

- Practice Nurses: Kathleen & Claire
- Practice Manager: Lauren
- Receptionists: Hannah, Vanessa, Sue, Madeleine

Services

We offer a comprehensive range of general practitioner services, including:

- Preventative health checks
- Family planning advice
- Counselling
- Travel medicine
- Women's health
- Contraceptive advice & Procedures
- Men's health
- Immunisations
- Antenatal shared care
- Chronic disease management
- Skin Checks
- Pre-employment medicals
- Insurance medicals
- Worker's compensation

Appointments

Appointments are recommended to see your preferred doctor. However, patients are also seen on an as-you-arrive basis. A standard consultation is 15 minutes long. In this time, our doctors can generally deal with one matter.

Long Consultations can be booked upon the doctors' recommendation. Please advise our receptionists if

After Hours

If you require after hours medical assistance of a non-urgent nature, please call the National Home Doctor Service on **13 SICK** or **13 7425** for a bulk-billed appointment.

In case of a medical emergency please contact **000**.



Billing Policy:

We have a mixed billing policy. Patient's with a valid Medicare card will be bulk-billed for their pre-booked consultation Monday—Friday with select doctors. Weekend, walk-in appointments and weekday appointments with some doctors are privately charged. Any consultations requiring additional services may be charged a procedural fee between \$10 - \$100. Your doctor will explain any additional costs to you and obtain your consent prior to any treatment.

Private Patients

A full price list for consultation fees are below.

Weekdays: \$78 - \$160

Weekends: \$90 - \$210

Public Holidays: \$90 - \$210

Consult fees are determined by the length and complexity of your consult.

A full price list for consultations, common procedures and vaccines are available at reception.

Cancellation and Non-Attendance Fees

If you are unable to attend your booked appointment, please advise the reception team as soon as possible.

We require at least 1 hours notice to cancel a GP appointment and 48 hours notice to cancel an allied health appointment.

Cancellations that do not meet the required notice period will be subject to a **non-attendance fee**.

No Animal Policy

Pets are not welcome in the medical centre, with the exception of approved service animals.

Pathology Collection

For your convenience, there is a full on-site pathology collection service, including blood and other specimen collection.



Monday - Friday: 8am - 4pm

Saturday: 9am-12pm

Test Results

Test results will not be given over the phone.

Our doctors request that you attend the centre for your results. This ensures the appropriate follow-up care is provided.

Recalls and Reminders

We routinely send recall and reminder letters to patients regarding follow-up consultations and assessments. Patients also have access to the diabetic register, pap smear register, bowel screening register, health assessments and management of chronic diseases.

Once registered, patients are routinely recalled. You may advise your doctor if you wish to opt out of this service.

Phone contact with Doctors

Please be aware that our doctors do not offer phone consultations.

We recommend making an appointment to discuss any health issues with your GP. If you have a non-urgent matter you wish to discuss, you may leave a message with reception.

No Smoking Policy

Smoking is not permitted inside or around the building.