

PRACTICE INFORMATION

Dee Why Family Medical Centre is a mixed billing practice serving the community. Our aim is to provide high quality medical care through our team of professionals. The following information is a guide to Doctors, staff and arrangement of the practice.

DOCTORS AND ALLIED HEALTH

Dr Praful Valanju – GP	Dr Deepal Gunasekera – GP	Dr Stephanie Teoh – GP
Dr Michael Wallace – GP	Dr Tatiana Levina – GP	Dr Chi Kit So – GP
Dr Caroline Tezjan – GP	Dr Michael Elstein – GP	Dr Shirish Pankar – GP
Dr Kyra Jones – GP	Dr Richard Lee – GP	Dr Jennifer Shone – GP
Dr Aisha Malik – GP	Dr Mary Turner – GP	

Adena Silverstein – Psychologist	Ben Gleeson – Psychologist	Danielle Sandalic – Psychologist
Charlotte Leung – Social Worker	Rudo Makuyana – Podiatry	Dietician – Amber Sewell-Green

CONSULTING HOURS

Monday through to Friday: 7.00am to 8.00pm Saturdays & Sunday: 9.00am to 5.00pm
Dee Why Family Medical Centre is closed on some Public Holidays – please contact the surgery on the day

APPOINTMENTS

Consultation is by appointment only basis. Appointments can be scheduled personally at reception, over the phone, online via our website www.deewhymedical.com.au, via the Health Engine smart phone app, or via the Qualitas Health smart phone app. If your problem is urgent or if you need a longer or special appointment (eg PAP, Insurance/Aviation/Diving Medical), require an interpreter or require privacy while waiting to see the Doctor, please advise reception.

FEES, PAYMENT AND MEDICARE REBATE

Private Fees:

Standard Consult - \$67.00 (rebate \$37.05) Long Consult - \$100.00 (rebate \$71.70)

Saturday & Sunday Private Fees:

Standard Consult - \$80.00 (rebate \$49.00) Long Consult - \$120.00 (rebate \$83.95)

Treatment Room Fee: There will be a small fee for dressings

Additional Fees will apply for Diving & Aviation Medicals please ask the Reception regarding these costs.

Bulk Billing is available for Pensioners, War Vets, Children 16 years and under otherwise at the doctor's discretion. We are able to process rebates for Medicare Card holders on the spot after receiving payment. Medicare rebates cannot be processed at reception if the account is not paid on the day of service. If you overlook an account, our reception will contact you for payment. Fees for other appointments, tests & procedures vary. Please seek further information at reception.

We cannot control the costs of services such as pathology, imaging, specialists etc. Please check with the relevant provider.

Work Cover: We ask that claims accounts are settled at the time of consultation, for you to claim back directly from the insurer

SERVICES

Clinical Psychology	Podiatry	Physiotherapy	Dietetics
Work Cover	Travel Vaccines	Minor Procedures	Spirometry&Audiology
Shared Antenatal Care	Immunisations	Women's Health, PAP tests	Skin Cancer Checks
Mental Health	Family Planning	Medical Assessments	Nursing
Resting ECG	Diabetes	Preventative Health	Insurance Medicals
Aviation & Diving Medicals		GP Management & Team Care Plans	

RECEPTION

Reception is available from 7.00am to 8.00pm on weekdays, and from 9.00am to 5.00pm on Saturdays & Sunday, excluding public holidays. Our receptionists can help you with enquiries, appointments (urgent and routine), and accounts.

TELEPHONE CALLS

Each Doctor has different requirements regarding phone calls. Please enquire at reception

REQUESTS FOR PRESCRIPTIONS AND REFERRALS

We prefer that a time be made with a Doctor to provide these items. This will ensure that they are appropriately prescribed and properly recorded. In exceptional cases (determined by your Doctor) where these items are supplied, non-Medicare fees will apply, being \$10 for a prescription and \$15 for a referral and must be paid at the time of collection. **Please be aware the Doctor will not leave & script or referral that has not previously been written and is stated on your file.**

INTERPRETER SERVICES

Patients who do not speak English, or who are more proficient in another language, can ask our receptionist to book a professional translator to attend their consultation (131 450). This is a free service.

There is also a free interpreting service for patients who are deaf and use Australian Sign Language (AUSLAN). Contact the National AUSLAN Interpreter Booking & Payment Service (NABS) on 1800 246 495 or visit the NABS website for further info.

REMINDERS

We endorse the Government sponsored recall system for PAP Smears, Breast Screening and Immunisation. We encourage you to participate.

URGENT OUT OF HOURS MEDICAL PROBLEMS

If you are unable to attend the practice during consultation hours, or you fall ill outside these hours, please ring our Deputising Service (National Home Doctor Service) on 13 74 25 (13 SICK). The National Home Doctor Service are a bulk billing service. In an emergency, you can call MANLY HOSPITAL on (02) 9976 9611 or the AMBULANCE on 000.

PRIVACY

This practice adheres to the national privacy principles, which ensures that your privacy and confidentiality is maintained. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff. Patients seeking a copy of their medical records must apply to the practice in writing. This will incur a fee of \$30.

DISEASE REGISTERS

This practice submits data to various disease specific registers (cervical, Breast, Bowel Screening etc) to assist with preventative health management. If you do not wish to have this information shared with the respective disease registers you may opt out of this by updating/completing a New & Existing Patient Information Form available from the Reception staff.

PROBLEMS / COMPLAINTS / FEEDBACK

If you have any problems with any aspect of our Practice, whether it concerns the Doctors, staff, Locums, Rooms, Telephones, Privacy or any other area, we welcome your feedback. You can speak with one of GP's or staff, drop a note in the suggestions box or email info@deewhymedical.com.au. We'd appreciate your comments as it may prevent future problems. Additionally, if you're unhappy with the outcome of your complaint you may call the NSW Healthcare Complaints Commission on 1800 043 159.

Tips for Safer Health Care

1. Be actively involved in your own health care
2. Speak up if you have any questions or concerns
3. Learn more about your condition/treatment
4. Keep a list of all the medicines you are taking and ensure you understand the medication you are taking
5. Get the results of any test or procedure
6. Talk about your options if you need to go into hospital
7. Make sure you understand what will happen if you need surgery/procedure
8. Make sure you, your doctor and your surgeon all agree on exactly what will be done
9. Before you leave hospital, ask your healthcare professional to explain the treatment plan you will use at home
10. Consider a shared health summary if you do not already have one. Our reception staff or your GP can help you with assisted registration, and you can discuss your shared health summary inclusions with your GP prior to upload.

For more information on the Shared Health Summary (E-Health) please ask at reception.