



PRACTICE INFORMATION SHEET

Shop 7, 12 Peppertree Rd

Medowie NSW 2318

Ph: (02) 8378 4206

Fax: (02) 8378 4207

Email: reception@peppertreegp.com.au

Website: www.peppertreegp.com.au

OPENING HOURS:

Monday 8.30am – 7pm

Tuesday 8.30am – 5pm

Wednesday 8.30am – 5pm

Thursday 8.30am – 7pm

Friday 8.30am – 5pm

OUR PRACTICE TEAM:

Dr Mohammed Mohammed

Dr Rohan Dissanayake

Dr Ruchira Abeyakone

Dr Karan Sian

Dr Wangari Nyaga

Business Manager: Lesley Crombie

Practice Manager: Samantha Almond

Nurses: Lisa, Stephanie and Justin

Reception: Megan and Claire

SERVICES AVAILABLE

As well as routine consultations, the following services are available:

- Routine health check ups
- Family Planning / Antenatal Care
- Acute injury management
- Cervical screening
- Mental health
- Immunisations (children and adult)
- Travel advice and vaccines
- Skin checks
- Chronic Disease Management
- Health assessments
- Excisions / Wound repair / Minor procedures
- Men's Health
- Women's Health
- Contraceptive advice
- Implanon and Mirena
- Smoking cessation support
- Iron infusions
- Venesection

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 pension card holder
 - Children 12 years and under
(Bulk billing does not apply to procedures, skin checks or driving medicals)
- 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.

APPOINTMENTS

Appointments can be made by calling us on

(02) 8378 4206

or anytime online via the HotDoc app.



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 if it is your initial visit, to discuss multiple problems, for a complex health issue, mental health assessments or cervical screening. Making the right appointment for your needs will assist the doctor to run on 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 as much as possible to your individual needs. In return, we would like all patients to respect and 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.

ALLIED HEALTH

Services that visit our practice are:



Ph: (02) 4089 3188

Email: fabpodiatry@gmail.com



Open Monday – Friday 8.30am – 12.30pm

TEST RESULTS

During your appointment your doctor will advise you to either make a follow up appointment or ring the surgery 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 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:

pm@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 keep your health information confidential at all times. 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.peppertreegp.com.au

Or follow us on Instagram or Facebook for regular updates.

- Peppertree GP

