

## Management of Personal Health Information Systems

Patients' personal health information is confidential and is kept in accordance with the RACGP Standards for the Management of Personal Health Information. Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with the privacy legislation.

## After Hours

When you need a doctor and our surgery is closed please call 1300 466 347 or (02) 8724 6300 and advise the operator that you are our patient.



## Appointments

Our practice is predominantly a walk in practice to ensure you will always be able to see a doctor at any time. Longer appointments are available upon request. Please call to see when an appointment can be made for you.

## Home Visits

Home visits can be arranged with your regular GP in exceptional circumstances if discussed and agreed upon with your doctor.

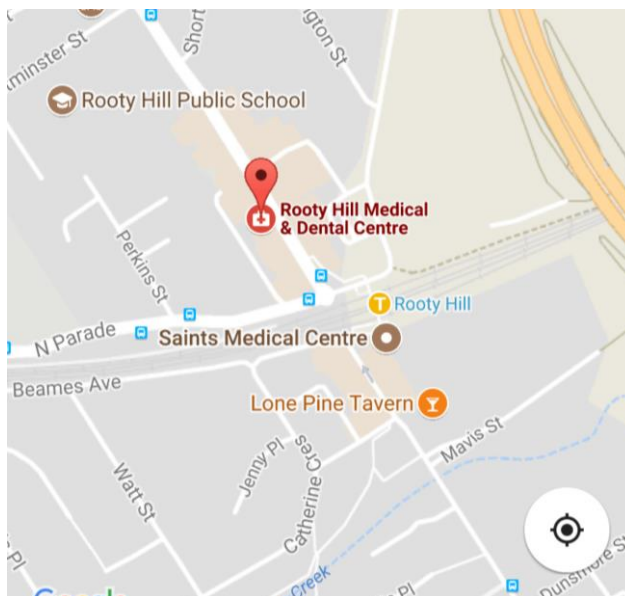
## Interpreting services

We are very fortunate to have a very diverse range of nationality's working with us, we have staff on site that can speak the following languages

Mandarin, Arabic, Cantonese, Persian, Vietnamese

Tagalog, Tamil, Urdu, Punjabi, Spanish, Ukrainian.

However, we are able to provide an Interpreter Service if the language you desire is not listed.



# Rooty Hill Medical & Dental Centre

### Operating Hours:

Monday to Thursday	8am - 9pm
Friday	8am - 8pm
Saturday & Sunday	8am - 6pm
Public Holiday	9am - 5pm

31 Rooty Hill Road North, Rooty Hill NSW 2766

Phone: (02) 9625 3411 Fax: (02) 9832 3928

Email: [rootyhillmedical@gmail.com](mailto:rootyhillmedical@gmail.com)

[www.medwest.co](http://www.medwest.co)



## Test Results

If you have been referred for a test, please ensure you contact us to see when your results are back and when you should consult for your results.

## Reminder System

This practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system kindly advise the reception staff.

## Engaging with other Services

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information to plan and facilitate optimal patient care.

## You're Rights

If you have a problem we would like to hear about it, please feel free to talk to your doctor or receptionist.

You might prefer to write to us or send us an email [RootyHillMedical@gmail.com](mailto:RootyHillMedical@gmail.com). We take your concerns suggestions and complaints seriously.

However, if you wish to take the matter further, and feel that you want to discuss the matter outside the surgery. You may contact the Medical Registration Board [medicalboard.gov.au](http://medicalboard.gov.au) or Healthcare Complaints Commission [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Patient feedback is always welcome; please speak to a member of our clinical team or the administration staff if you have any suggestions.

## Fees & Billing

Most services are bulk billed if you are a Medicare Card holder or have the appropriate referral (With exceptions to some services) please call for details.

Overseas patients are required to pay a \$70 fee which is refundable if you have private health insurance or travel insurance

A longer consultant may be required for some appointment, this can be arranged by calling reception on the morning of your intended appointment and explaining your circumstances to reception staff

## Telephone Policy

Should you need to speak to your GP, it is our policy not to interrupt another patient's consultation. A message will be forwarded to the doctor and your call returned when the doctor is available.

When leaving your message, please give the receptionists as much detail as you feel comfortable with as the reception may be able to help you with your inquiries.



### Male Doctors

Dr Yang Wang

Dr Tan Nguyen

Dr Thao Minh Quach

Dr Khaled Etri

Dr Vinay Mehra

Dr Dachuan Guo

### Female Doctors

Dr Vivian Morian

Dr Ying Miin Law

Dr Eliza Yu

Dr Danish Shojai

Dr Shashi Sahu

Dr Dr Qamar Rizvi

Dr Sairekha Wijayakumar



Our Doctors at Rooty Hill Medical & Dental Center offer a large range of services including; women & children's health, Immunisations, family planning, skin cancer prevention and treatment, minor surgery's for skin tags, moles and ingrown toe nail removal, blood tests including HbA1c and on the spot INR testing.

We also provide the following specialised services by appointment if you call our friendly receptionists;

Dietitian

Exercise physiologist

Dentists

X-rays & Ultrasounds

ECG's

Psychologists

Physiotherapists

Orthopedic surgeon

Podiatrist

Workers compensation