

# GARFIELD MEDICAL CENTRE



## FAQ (FREQUENTLY ASKED QUESTIONS)

### Q. Where is Garfield Medical Centre located?

A. Garfield Medical Centre is located at 2/19-25 Garfield Street Wentworthville NSW 2145

Map : <https://goo.gl/maps/Tb2EyVjkUygLc7Bn8>

### Q. What are the contact details for Garfield Medical Centre ?

A. Phone : 02 9849 2855 | Fax : 02 9849 2866

Email : [info@garfieldmedicalcentre.com.au](mailto:info@garfieldmedicalcentre.com.au) | Web : [www.garfieldmedicalcentre.com.au](http://www.garfieldmedicalcentre.com.au)

### Q. Is the practice bulk-billing?

A. Yes. All our GP consultations are bulk-billed for patients with valid Medicare or Veterans Affairs Card. Other patients will be charged with a private consultation fee and the payment can be made by VISA/Mastercard and EFTPOS. We also accept American Express and cash.

### Q. What if I am an overseas patient or do not have Medicare card ?

A. As an overseas patient or a patient without a Medicare card you will be privately billed. All private

Standard consultation (<20 mins) Item 23	\$60	billings need to be paid for on the day of consultation as per the fee structure. Private health insurance such as BUPA, Medibank etc are supported and we offer on-the-spot claiming of benefit from the respective Private health funds, provided the Private health fund cards are furnished at the Reception.
Long Consultation (>20<40 mins) Item 36	\$90	
Prolonged Consultation (>40mins) Item 44	\$120	
Influenza Injection	\$20	
Spirometry	\$40	
NSW drivers fitness to drive test	\$90	

### Q. How long are appointments?

A. Standard appointments are 15 minutes. If you require a longer consultation time, please inform our reception staff prior to your appointment.

### Q. What if I have an urgent medical issue?

A. If you have an urgent medical condition when you present to our clinic, our practice nurse can provide triage . If you have an urgent medical condition when you are at home, please call **000** and ask for an ambulance.

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**Q. Can I get pathology testing done at Garfield medical centre ?**

**A.** Yes, We have a dedicated onsite pathology service from Lavery on Mondays, Wednesdays and Thursdays between 9am-1pm and this does not require any appointments. Outside of these days and hours, our practice nurse is available for pathology testing/ blood collection for which patients can book ahead by calling the reception or via online bookings and Lavery pathology courier will pick up samples twice every day .

**Q. Do I need to make an appointment to see a Doctor?**

**A.** At Garfield Medical Centre, pre-booked appointments take priority. Walk-in appointments are also welcome and every effort is made to the best of our ability, provider availability and urgency of the situation to accommodate the patients. In a scenario where this is genuinely not possible, patients will be given helpful information so that they can be redirected to the next best available alternate options (eg. Nearby Medical centres).

**Q. What if I require a translator?**

**A.** A free translator service is available for non-English speaking patients. Please inform our reception staff if you need this service. This is a free service only available for Australian residents and not for tourists.

**Q. Are Allied Health Services available at Garfield Medical Centre ?**

**A.** Yes. Patients can visit our Website for details regarding all our currently available Allied Health services. Alternatively, patients can call our centre on **02 9849 2855** and our Reception staff will be able to assist with detailed information.

**Q. What if I need further information?**

**A.** If you have any further questions please do not hesitate to contact our centre either by phone, email or in person on the contact details provided above.

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