

GARFIELD MEDICAL CENTRE



PRACTICE INFO SHEET

Garfield Medical Centre

2 / 19 – 25 Garfield Street Wentworthville NSW 2145

Tel: (02) 9849 2855 | Fax: (02) 9849 2866

E: info@garfieldmedicalcentre.com.au | W: www.garfieldmedicalcentre.com.au

PRACTICE HOURS

Monday : 8:30 am - 5 pm	Thursday : 8:30 am - 5 pm	Saturday : 8 am - 2 pm
Tuesday : 8:30 am - 8 pm	Friday : 8:30 am - 5:30 pm	Sunday : 9 am - 1 pm
Wednesday : 8:30 am - 5:30 pm		

AFTER HOURS

Hills After Hours : 1800 HOME GP (**1800 466 347**)

If emergency, please call 000.

OUR PRACTICE

At Garfield Medical Centre, we welcome all our patients with the same zest and passion of offering best possible care for each and everyone. We strive to provide quality health care service to the community, a healthy working environment to the staff and a happy space for creative and innovative learning. Garfield Medical Centre is a family- oriented practice owned and managed by GPs. We have both male and female doctors who are well experienced with a number of sub-speciality interests to cater for individual patients. We are committed to improving the quality of life and wellbeing of our patients, integrating current knowledge of curative space with empathy, compassion and kindness. We are a young practice with a devoted aspiration to be a deservedly sought-after practice in Wentworthville and the surrounding suburbs of the Greater Western Sydney.

APPOINTMENTS

Appointments can be made by calling our practice on 02 9849 2855, or through online bookings via our website: www.garfieldmedicalcentre.com.au. Our standard appointment duration is 15 minutes. If you require a longer appointment or would like to book appointments for more than one member of the family, please advise reception when booking. We accept walk-in appointments, however priority will be given to those patients with pre-booked appointments.

We make every effort to accommodate your preferred time and GP. However, emergencies do occur, and though every effort is made to keep to appointment times, emergencies will be given priority. Our staff will attempt to contact you if unforeseen delays occur. We thank you in advance for your understanding.

OUR TEAM

Medical and Clinical Team

Dr Shankar Kumarasiri MBBS, DCH(Child Health), FRACGP
Dr Sriram Kumarasiri MBBS, FRACGP
Dr Ramana Vimalasri MD, FRACGP
Dr Arunthathy Jesuthasan MBBS, FRACGP, DCH (Child Health)
Dr Dharshini Jeyalingam MD, FRACGP

Shelan Mahmud - Practice Nurse (RN)

Allied Health Team

Varunan Ravikumaran – Physiotherapist
Priscilla Jabbour – Speech Pathologist
Anna Jia – Dietitian

Reception Team

Mamatha Harish - Practice Manager
Ankit Singh
Devika Devika
Maarisha Bhatnagar
Padmini Prakash
Vaishali Joshi
Vasuki Jeiram

OUR SERVICES

GP Services	Chronic disease management
Child / Maternal health / Obstetrics	Mental Health Assessments
Women's health	Sexual health
Antenatal shared care	Occupational health
Men's health	Indigenous health
Skin checks	Iron infusion
Immunisations	Ear Syringing
Flu and Covid Clinics	Driver's licence fitness
Family medicine	Work Cover
Community medicine	Minor Emergencies
Travel medicine	Weight Loss Clinic
Sports medicine	Onsite Pathology Services
Geriatrics	Allied Health Services

MANAGEMENT OF YOUR PERSONAL HEALTH RECORDS

At Garfield Medical Centre, we follow the OAIC Australian Privacy Principles as detailed here: <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17australian-privacy-principles> Any information contained in your health record is confidential and is only available to authorised staff. A copy of our Privacy Policy is located at Reception and on our website.

COMMUNICATION WITH YOUR DOCTOR

For communication with your doctor, our reception team will be happy to take your telephone message and pass it on to the doctor, who will deal with it as soon as they are available to do so. Please be aware that our doctors can conduct telephone consultations, provide referrals or provide prescriptions over the telephone adhering to current Medicare regulations one of which is you have to have visited the practice or the doctor at least once within the last 12 months. To ensure your privacy, our staff will not send results /medical correspondence by email until it has been discussed with your doctor and you have provided permission.

NURSE SERVICES

At our clinic, we have a Registered Nurse that offers a variety of services including Health checks, Diabetes and blood sugar check, Immunisations, Dressing change and Wound care, Blood pressure checks, Spirometry, ECG's Baby growth and development. Appointments for these services will need to be booked in with both the Nurse and Doctor by calling the Reception staff .

REMINDERS

We may send SMS reminders or letters offering preventative services appropriate to your care and circumstances, please let Reception know if you wish to opt out of receiving these reminders.

We are committed to preventative care and from time to time you may be contacted by our Practice team to book an appointment for repeat tests, immunisations, general follow up and pathology results.

RECALLS – TEST RESULTS

Your doctor will advise you of when they expect your test results to arrive back and it is recommended the patients book a follow up appointment to discuss the results. Reception staff is unable to provide test results to patients as the results need to be discussed with doctor first. A member of our practice team will contact you to let you know when the results are back if your results are urgent, so that you can book an appointment with your doctor accordingly. We may send reminders by SMS regarding your test results and reports – Please let Reception know if you wish to optout of receiving these reminders.

FEES AND BILLING

Garfield Medical Centre is a **BULK BILLING** practice for all patients with a valid Medicare card for all Medicare-eligible Procedures. This means no out-of-pocket expenses for most general consultations. Patients without a Medicare card will be required to pay privately as per the fee schedule below. When there are charges, appointment costs can vary depending on time, consultation types and procedures. Please speak to a friendly reception staff member for fees and charges related to your appointment.

Please refer to the table below.

Private Billing fees

PRIVATE BILLING (NON-MEDICARE) GP	
Type of attendance	Patient Cost
Brief consultation (<=5 mins)	\$30
Standard consultation (<20min)	\$60
Long consultation (<40min)	\$90
Prolonged consultation (>40min)	\$120

Other fees - GP	
Type of attendance	Patient Cost
Flu vaccination	\$20
Spirometry (for private)	\$40
NSW drivers fitness to drive assessment	\$90

PLEASE NOTE : Billing is at the instruction and discretion of the GP and is not decided by reception. If payment is an issue, please discuss this privately with your GP at the end of your consultation. Reception will be notified at the end of the consultation on what to bill.

PRIVATE BILLING (NO CAREPLAN) – ALLIED HEALTH	
Type of attendance	Patient Cost
Physiotherapy (Initial Follow-up)	Please contact Reception for details.
Speech Pathology (Initial Follow-up)	Please contact Reception for details
Dietitian (Initial Follow-Up)	Please contact Reception for details.

PLEASE NOTE : Ask Reception for on-the-spot claiming option from the private health insurance. (The benefit amount will depend on the respective private health insurance provision).

EPC Careplan – Allied Health
Gap payments MAY apply based on the Allied Health Provider's instruction and discretion. Please ask Reception for more details and on-the-spot Medicare rebate facility.

PAYMENTS

Full payment of fees is required following your consultation. We accept EFTPOS, cash and credit cards. For services that are eligible for medicare rebates, please approach reception for on-the-spot medicare rebate claiming facility.

****Please note, some of our GP's provide services are privately billed with no Medicare rebates available****

AFTER HOURS APPOINTMENTS

For urgent home visits and bulk-billed after-hours consultations, we recommend:

- Hills After Hours : 1800 HOME GP (1800 466 347)
- Available outside of our working hours.

TRANSLATOR AND INTERPRETER SERVICES (TIS)

We welcome patients from any languages and backgrounds and have multilingual staff across our practices. Please advise our Reception team in advance if you require free interpreting services from the Translating and Interpreting Service (TIS) and we can arrange this for you.

FEEDBACKS AND COMMENTS

We have a suggestion box in our reception for patients to complete if needed.

We also accept verbal complaints through Reception which are documented and these complaints will be followed up by the Practice Manager/Principle Doctor.

Garfield Medical Centre aims to provide you with the best possible healthcare and service at all times. If you have any complaints, feedback or suggestions, please fill out a suggestion form, available in the reception area, or ask to speak to our Practice Manager.

Any complaint in relation to public health and safety should be sent to The Health Care Complaints Commission (HCCC) full contact details on their website <http://www.hccc.nsw.gov.au>

Locked Mail Bag 18
Strawberry Hills
NSW 2012
1800 043 159
