

## *Your feedback is important to our practice*

We always welcome any constructive comments or suggestions. Our staff is here to help, so do not hesitate to ask for assistance. Due to the unpredictable nature of general practice consultations, the doctor will sometimes be behind schedule. We apologise for any inconvenience this may cause. We take your feedback seriously as they will help us improve our services and to cater to your needs. However, if you are dissatisfied and want to take your concerns further, you may contact the Health Clinic Care Complaint Commission  
Tel: 02 9219 7444

## *Other Services Available*

Psychologist Dr Raksha Lutchman	By appointment
Physiotherapist Mrs Malu Srinath	By appointment
Dietitian Mrs Geetu Kohli	By appointment

## *Preventative healthcare*

Regular health checks and consultation with your doctor when any symptoms or changes in your body occur are essential as part of preventative care. The doctors at Nirimba Medical Centre provide the following:

- Vaccinations – Child and adult
- Baby Growth and Development
- Woman’s health issues
- Men’s health issues
- Children’s health check
- Minor Surgery
- Weight Problems
- Smoking cessation
- Travel medicine
- Skin cancer checks
- Management of chronic disease
- Pre-employment checks
- Medicals for Driving
- Mental Health
- Family Planning Advice
- ECG
- Spirometry
- Pap Smears and Breast Checks
- Liquid Nitrogen freezing therapy
- Nutritional Advice
- Heart Check

*We are committed to quality improvement*

# **NIRIMBA MEDICAL CENTRE**

## **OPENING HOURS**

**MONDAY – 8AM TO 5:30PM  
AFTER 5PM BY APPT**

**TUESDAY TO FRIDAY: 9AM TO 5:30PM  
AFTER 5PM BY APPT**

**SATURDAY: 8AM TO 12PM**

**Closed Sundays and Public Holidays**

4A Douglas Road  
Quakers Hill NSW 2763  
**Tel: 9837 5200**  
Fax: 9837 5409

**After Hours: 8724 6300**

## *Our Doctor*

Dr Syed Hameed has vast experience respectively in all aspects of general practice. He has special interests in acupuncture, paediatrics, women's health, adolescent health, preventative health management, mental health and travel medicine.

## *Fees and Billing Arrangements*

All consultations with a general practitioner will be bulk billed if you have a valid Medicare card. Please bring in your Medicare card with you for all consultations. A fee will be charged for patients not registered with Medicare, and for consultations not covered by the Medicare Benefits Schedule. Please ask the receptionist prior consultation. If your visit is as a result of work related injury, you need to inform the attending doctor. Work related consultations and treatment will be billed to the employer or the insurance company involved.

## *Appointments*

An appointment system operates in this practice with an average of 15 minutes allocated per patient unless a long appointment is required. Please inform the reception if you require some extra time. Every effort will be made to accommodate your preferred time. When booking, please advise the reception if your problem is **URGENT**, if you require a long appointment, need a special medical examination or procedure or if more than one family member needs to be seen. If you are unable to keep the appointment please inform us as soon as possible so that someone else can be accommodated. If you or a family member requires an interpreter service, we can organize this for you. Please let us know when you make the appointment.

## *Telephoning your Doctor*

GP in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. Your call will always be put through to the GP in an emergency.

## *After Hours Care*

If you need urgent medical attention outside of our normal surgery hours, please contact **Sydney Medical Service on 02 8724 6300**. You can arrange for a home visit and you will be bulk billed if you have a valid Medicare Card. This service is available during weekdays (6pm-8am), Saturday (from 1pm) and all day Sunday and Public Holidays. More information is available at surgery reception counter.

## *Recalls and Reminders*

We are committed to preventative care. To provide for an efficient monitoring of your health, this practice offers a computerize system of recalls and reminders. Your doctor will seek your permission to be included on our reminder system. 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 please let your doctor or reception know. Recalls/reminders are done by phone or mail for follow up tests, immunizations, health care assessments, reviews of chronic health problems like diabetes, asthma etc.

## *Test results*

Your doctor will give you instructions on how to obtain results for pathology or imaging tests (X-Rays, Ultrasounds etc). In general, results are given during consultation in order to allow for appropriate discussion of their implications. It is advisable to make an appointment to discuss further management or follow ups.

## *Privacy*

Our medical records are computer based records. 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 authorised members of staff. We abide by the 13 Australian Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

**This practice has a  
No Smoking policy and do not deal  
with drugs of addiction.**

We also request you refrain from consuming food and drink whilst on the premises.

*Thank you so much for your  
cooperation*