

Our Doctors

All our doctors have vast experience in all aspects of general practice. Their areas of specialty vary from women's and men's health, pediatrics, adolescent health, preventative health management, mental health and travel medicine just to name a few. Combined, our General Practitioners can provide the varied needs of all our patients.

Appointments

An appointment system operates in this practice with an average of 10 minutes allocated per patient. Please ring (02) 90512866. Please inform the reception staff if you require some extra time. Every effort will be made to accommodate your preferred time. When booking, please advise the reception staff 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 organise this for you. Please let us know when you make the appointment.

Online Booking is also available on
www.northvillagemedical.com.au
or www.hotdoc.com

Fees and Billing Arrangements

All consultations with a general practitioner will be bulk billed if you have a Medicare card. Please bring in your Medicare card or number with you for all consultations. A Private Billing fee will be charged for patients not registered with Medicare, consultations not covered by the Medicare Benefits Schedule, and some procedures. Please ask the receptionist prior to consultation. If your visit is 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. There will be possibly additional costs for referred services provided by other health care providers within or outside of this practice. We accept cash, EFTPOS and credit card.

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.

Test Results

All test results are treated with strict confidentiality. In order to protect your privacy this practice does not provide results to patients over the phone. 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.

Recalls and Reminders

We are committed to preventive care. To provide for an efficient monitoring of your health, this practice offers a computerised 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 preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor or receptionist know. Recalls/reminders are done by phone or mail for follow-up tests, immunisations, health care assessments, reviews of chronic health problems like diabetes, asthma etc.

After Hours Care

If you need urgent medical attention outside of our normal surgery hours, please contact **National Home Doctor Services on 13 SICK (7425)**.

Privacy

All our medical records are computer based records only. 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 authorized members of staff. We abide by the Australian Privacy Principles available at <https://www.oaic.gov.au/privacy/australian-privacy-principles>. Please refer to our website or privacy brochure for the full privacy policy.

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 doctors 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:

NSW Health Clinic Care Complaint
Commission

Locked Mail Bag 18 Strawberry
Hills NSW 2012

hccc@hccc.nsw.gov.au

Services Available

- 📄 Vaccinations – Children and adults
- 📄 Baby growth and development
- 📄 Women's health
- 📄 Men's health
- 📄 Minor surgery
- 📄 Weight problems
- 📄 Smoking cessation
- 📄 Travel medicine
- 📄 Skin cancer checks
- 📄 Management of chronic disease
- 📄 Health Assessments
- 📄 Pre-employment checks
- 📄 Medicals for driving
- 📄 Mental Health assessments
- 📄 Family Planning Advice
- 📄 ECG
- 📄 Spirometry
- 📄 Pap smears and breast checks
- 📄 Liquid nitrogen freezing therapy
- 📄 Iron infusion
- 📄 Nutritional advice
- 📄 Heart checks
- 📄 Children's health check
- 📄 Workers Compensation
- 📄 Pathology collections
- 📄 Allied Health Services

This practice has a No Smoking Policy and we do not prescribe drugs of addiction



Open 7 days

Monday - Friday: 8:30am - 6:30pm

Saturday: 9:00am – 3:00pm

Sunday: 9:00am-2:00pm

For Emergencies: Please call 000
For After Hours service call **137425**



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