

# Practice Information

(Important information – please keep for future reference.)

## Life Medical Clinic

**Shop 162, 822 Bourke Street, Waterloo, 2017,  
P: 8399 0611, F: 8399 0621**

Monday:

8.30am - 12pm, 2 - 6pm (Appointments only)

Tuesday – Friday:  
doctors)

8.30am – 12.45pm, 2 - 6pm (Appointments only. Times vary slightly for different

Saturday:

8.30am - 12pm (Walk In, limited spaces available)

Sunday & Public Holidays:

Closed

Home Visits:

Home Visits are only provided for sound medical reasons and at the doctors' discretion; and only to dedicated patients of the practice who are physically incapacitated. There is a cost involved – please ask reception.

After Hours Service:

**Sydney Medical Service, P: 8724 6300** – This service covers for us when we are closed. The service is free to patients with a valid Medicare card. The After Hours doctor will send a report to our GP the next day, to notify them about the after-hours consultation and the treatment given.

## Our Practice

Life Medical Clinic opened at this location in July 2006. We aim to provide holistic comprehensive care, and believe this occurs when a relationship is built over time. For continuity of care, we believe it is important to have one primary doctor, and we encourage that you request to see them when booking appointments. In their absence, all doctors are able to access your clinical records.

We are a family friendly general practice service. We have a team of male and female GPs, as well as a psychologist, an addiction medicine specialist and an acupuncturist.

**Standard appointments are 15 minutes long.** Please ask for a longer appointment if multiple health issues need to be addressed.

## Our Team

Dr Jimmy Cheng, Dr Ben Lee, Dr Glorina Susanto, Dr Mary Wong, Dr Wing (Winnie) Siu (GPs), Dr Ken Curry (addiction medicine specialist), Nicolette Deva (psychologist), Dr Stephanie Sheu (Acupuncturist), Practice Nurse (Annie Ziegner), Tasha Florence (Practice Manager), Sarah, Shiely, Jessie, Cheryl, Zahra (Reception Staff).

## Billing

Consultations are bulk billed if you have a current Medicare Card. Please bring your Medicare card for **EACH** consultation. If you are not registered with Medicare, payments will be required. See reception for rates. Workers compensation and CTP accounts may need to be paid by you and claimed back from your employer's insurer, if we do not have the current claim details. The Medicare rebate is available onsite for the Psychologist and Acupuncturist. Other possible costs may be incurred for some investigations and treatments.

**\*\*\*Please make sure to call if you will not be able to make your booked appointment. At least TWO HOURS notice is required for changes or cancellations, otherwise you will be charged a \$40 'Did Not Attend' fee.**

## Preventative Care/ Recall System

Our Practice is committed to preventative health care. We are enrolled with various national registers. Due to this, we may send you a reminder letter from time to time, or the doctor may ask you to return for follow-up or further investigations. If you **DO NOT** wish to be part of this system, please let reception know.

## Prescriptions & Results

You will generally need to make an appointment with your doctor for all prescriptions and test results. Most results are available in 3-5 days, so please plan to return in that time frame. Reception staff are NOT permitted to give results to you.

(Please turn over)

### **Communication & messages**

The doctors are happy to return your necessary calls, but usually not until the end of the session. Please leave your details and the nature of the call with reception.

If your call is an emergency, please indicate the nature of the emergency to the reception staff, and if medically necessary, the call will be put straight through to the doctor. If otherwise urgent, the doctor will usually call back after their current consultation.

Communication by email is at the request of the doctor only.

### **Urgent Cases**

Please notify the staff immediately if you feel you need immediate medical attention. (Eg. shortness of breath, chest pains, palpitations, severe pain, vomiting or anything that you are worried about). We will arrange for you to see someone as soon as possible.

### **Privacy**

This practice is committed to maintaining the confidentiality of your personal health information in accordance with the Australian Privacy Principles. 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 this information is only available to authorised members of staff. You have the right to access your personal health information. (ID will be required.) Our Privacy Policy brochure is available on our brochure rack.

### **Quality Control**

All our clinical staff are committed to ongoing medical education and meet the minimum requirements of their professional accreditation bodies. The practice facility is accredited by AGPAL, which is a general practice accreditation organisation, to ensure that the practice complies with the highest standards of general practice. We undergo a three yearly accreditation cycle. For more information on AGPAL visit [www.agpal.com.au](http://www.agpal.com.au)

### **Complaints & Feedback**

If you have any complaints or suggestions, please drop a note in our "Suggestions" box at reception, or discuss them with the doctor or practice manager. If a serious complaint needs to be taken elsewhere, contact the Health Care Complaints Commission, Locked Bag 18, Strawberry Hills, NSW, 2012.

**This practice has a strict NO SMOKING policy.**

(Please also do not smoke outside the front doors, as the smoke blows back into the practice. Thank you.)