

Life Medical Clinic Bexley

Practice Information

Shop 2/ 2a Sarsfield Circuit, Bexley North, 2207, P: 8004 9040 F: 8599 8930

Monday – Friday:

8.30am – 12.30pm, 3 – 5:30 pm (Appointments only)

Saturday:

9am - 12pm (Appointments only)

Sunday & Public Holidays:

Closed

Home Visits:

Home Visits are only provided for regular patients who are unable to attend the practice due to immobility or severe illness. A cost may be incurred.

After Hours Services:

Sydney Medical Service, P: 8724 6300, GP Help Line: 1800 022 222,

National Home Doctor: 13 SICK (13 7425)

St George Private Hospital, P: 9553 0795 (Mon-Fri: 7-10pm, Weekends: 1-9pm)

Our Practice

Welcome to Life Medical Clinic Bexley. Our vision is to provide high quality, holistic care that is accessible to all people in the local area. We offer general practice services, women's and children's health, antenatal & post natal care, Implanon insertion, Mirena coil removal, PAP smears, selected nursing home visits.

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.

Appointments are 10 minutes long. Longer appointments should be requested if multiple health issues need to be addressed. We do strive to run on time but due to the complexity of medical issues, sometimes this may not happen. We will inform you of any waiting period when you arrive, & kindly ask for your patience.

***We need at least 2 HOURS notice to change or cancel an appointment, otherwise a \$40 'Did Not Attend' Fee will be charged (non-rebateable).**

Our Team

DOCTOR: Dr Sara Baker, Dr Glorina Susanto, Dr Ran Liu, Dr Emma Lovegrove Dr Jo Thomas (occasional Saturdays).

ALLIED HEALTH: Melinda Lu (Dietician) **NURSE:** Sr Bree Kalonda **PRACTICE MANAGER** – Sneha Naicker

RECEPTION – Christine Shannon, Surita Alyono, Marina Tsambourlis, Dana Lipp.

Billing

Consultations are bulk billed if you have a current Medicare Card. Please bring your Medicare card for each consultation. If we do not have all your details, you may be charged a fee. If you are not registered with Medicare, payments will be required. See reception for rates. Standard visit fee for non-Medicare patients is \$60. Other possible costs may be incurred for some investigations and treatments. Please direct any queries to the doctor.

Workers compensation and CTP accounts will be invoiced directly to the insurer, providing we have the current claim details; otherwise you will need to pay the account & seek reimbursement from the insurer.

Preventative Care/ Recall System

Our Practice is committed to preventative health care. To foster 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 us know at reception.

Prescriptions & Results

You will generally need to make an appointment with your doctor for all prescriptions and test results. Most results are available in 5 days. Reception staff are not permitted to discuss results with you.

Communication

The doctors are happy to respond to your calls, however messages are generally taken if the doctor is busy with a patient. If your call is an emergency, then please indicate the nature of emergency to the reception staff and the call will be put straight through. Communication by email is only at the request of the doctor.

Urgent Cases

Please notify the staff immediately if you feel you need immediate medical attention. (For example shortness of breath, chest pains, palpitations, severe pain, vomiting, or anything that you are worried about)

Privacy

This practice is committed to maintaining the confidentiality of your personal health information. 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.). Please ask our receptionist for a copy of our privacy policy.

Interpreter Service:

Patients who do not speak or read the primary language, English, or who have special communication needs are offered the choice of using the assistance of a language service to communicate with the Doctor. Please notify the receptionist if you need this service.

Patient Rights:

Our doctors encourage our patients right's to participate in decisions about their healthcare. If you have any questions regarding the purpose, importance, benefits, risks and possible out of pocket costs associated with your treatment don't hesitate to speak with them. There is also a range of brochures and leaflets available to support your decisions in the waiting room

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 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

Complaints & Feedback

If you have any complaints or suggestions, please drop a note in our "Suggestions" box, or discuss them with the doctor or practice manager. If a serious complaint needs to be taken elsewhere, contact the Health Care Complaints Unit on 1800 043 159.

This practice has a NO SMOKING policy