

Family Medical Practitioners

All of our general practitioners are committed to providing you with our comprehensive and continuous care for you and your family.

For more information about our doctors, please visit our website : www.lanecovedoctorsmedicalcentre.com.au

- Dr Jessie Huang
- Dr Lara Monaghan
- Dr Fiona Napier-Flood
- Dr Salie Greengarten
- Dr Tannie Tong
- Dr Sacha Ruberu
- Dr Claudia Lin
- Dr Paul Chu
- Dr Rosanna Robosa

Allied Health Practitioners

Please be aware that allied health appointments will incur an out of pocket fee. Please ask the receptionist for further information.

- Physiotherapist Patrick Kubel
- Physiotherapist Sam Connell
- Podiatrist Naim Bireroglu
- Dietitian Erica Huang
- Endocrinologist Dr Shihab Hameed
- Aviation Medical Jeremy Robertson
- Clinical Psychologist Julie Yoon
- Clinical Psychologist Sonja Temelkovski
- Registered Psychologist Milica Kecmanovic

Online Booking

Please visit our website or download the free smartphone app

HotDoc to make GP appointments online.



Personal Health Information

Patient information collected by Lane Cove Doctors Medical centre is only accessible by our medical and allied health practitioners. Your information will not be released to third parties without your written consent. Please refer to our privacy statement for more information which is available at reception.

Patient Feedback

We take pride in our services offered and welcome any feedback you may have. Please feel free to discuss any concerns you may have with your doctor or our Practice Manager. There is also a suggestion box in the waiting room for this purpose.

We invite you to join us on Facebook to keep updated with our latest news and provide feedback on your experiences with us:

facebook.com/lanecovedoctorsmedicalcentre

More serious complaints can be directed to the Health Care Complaints Commissioner:
Locked Bag 18

Translating Service

If you require a translator during your consult, please inform our reception staff. Our doctors are registered with TIS National and an over-the-phone translator can be arranged at no additional cost to you.

Vision Impaired

Information is provided verbally by our reception . Please inform our reception staff if you require any assistance.



118-120 Longueville Road, Lane Cove 2066

tel: **02 8319 8888** | fax: **02 8317 4715**

www.lanecovedoctorsmedicalcentre.com.au

info@lanecovedoctorsmedicalcentre.com.au

Lane Cove Doctors Medical Centre opened its doors in October 2016. We are conveniently located in the heart of the Lane Cove community. It is founded by Australian-trained doctors who are passionate about providing quality medical care to both individuals and families.

Our vision is to provide holistic healthcare that is accessible to all. As a part of that vision, we have a wide range of medical services available in one convenient location.

Please take the time to read this information sheet to familiarise yourself with the comprehensive services provided by Lane Cove Doctors Medical Centre.

This booklet contains all the important information about our practice, so that it will make your visit to the doctor as quick, easy and most beneficial to your health as possible.

Open Hours:

Monday to Friday: 8am - 6pm

Saturday: 9am - 1pm*

Sunday: 9am - 1pm*

*Conditions Apply

Services

We offer a comprehensive range of general practitioner services, including:

- Preventative health checks
- Iron Infusion
- Family planning advice
- Counselling
- Travel medicine
- Women's health
- Contraceptive advice + Procedures
- Men's health
- Immunisations
- Antenatal shared care
- Chronic disease management
- Skin Checks
- Pre-employment medicals
- Insurance medicals

Appointments

Appointments are recommended to see your preferred doctor. However, patients are also seen on an as-you-arrive basis. A standard consultation is 15 minutes long.

For a longer consultation, please advise reception when booking your appointment.

After Hours

If you require after hours medical assistance of a non-urgent nature, please call **0491 837 158**. A private fee of \$200 applies to all after hour consultations.

In case of a medical emergency please contact **000**.

No Smoking Policy

Smoking is not permitted inside or around the building.

Mixed Billing Policy

We are a mixed billing practice. Bulk billing is available for patients who have a valid government concession card (healthcare card, pension card and commonwealth seniors health care), and for children under 16, with a booked appointment. **All other consults will be privately billed.**

Any consultations requiring additional services may be charged a procedural fee between \$10 - \$100.

Your doctor will explain any additional costs to you and obtain your consent prior to any treatment.

Medicare Easyclaim is available for on the spot Medicare rebates.

Private Patients

Patients without a valid Medicare card will be charged the following fees for a consultation:

Weekdays: \$83 - \$168

Weekends: \$96 - \$216

Public Holidays: \$96 - \$216

- Consult fees are determined by the length and complexity of your consult.
- A full price list for consultations, common procedures and vaccines are available at reception.

Cancellation and Non-Attendance Fees

If you are unable to attend your booked appointment, please advise the reception team as soon as possible.

We require at least 1 hours notice to cancel a GP appointment and 24 hours notice to cancel an allied health appointment.

Cancellations that do not meet the required notice period will be subject to a \$20 fee.

Pathology Collection

For your convenience, there is a full on-site pathology collection service, including blood and other specimen collection.

Pathology Clinic Hours

Monday - Friday: 8am - 1pm

Saturday to Sunday: Closed



Test Results

Test results will not be given over the phone.

Our doctors request that you attend the centre for your results. This ensures the appropriate follow-up care is provided.

Recalls and Reminders

We routinely send recall and reminder letters to patients regarding follow-up consultations and assessments. Patients also have access to the diabetic register, pap smear register, bowel screening register, health assessments and management of chronic diseases.

Once registered, patients are routinely recalled. You may advise your doctor if you wish to opt out of this service.

Phone contact with Doctors

Please be aware that our doctors do not offer phone consultations.

We recommend making an appointment to discuss any health issues with your GP. If you have a non-urgent matter you wish to discuss, you may leave a message with reception.