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| Page 5:  **Bulk-billing** is available for:   * Children (under 16 years) * Veterans Affairs and Pension card holders * Health care card holders   For all other patients, our current fee schedule is available at reception.  We provide on-site processing of Medicare rebates.  **Recalls & Reminders**  We offer our patients the opportunity to be listed on our reminder system offering preventative health services. Please advise your doctor and/or our reception staff if you do not wish to receive these reminders.  **Privacy**  Patient confidentiality is maintained at all times. Patient medical records may be accessed by doctors in the practice and authorised members of staff to allow continuity of care if your regular doctor is not available to see you. | Page 6:  **Our Location**  \*\*\*Insert location map of 12 Henry St Five Dock (include on map Great North Rd for reference)  Telephone: 02 9713 6573  Email: info@fivedockmedical.com.au  Website: [www.fivedockmedical.com.au](http://www.fivedockmedical.com.au)  **Feedback**  If at any time you have a concern or feel we could improve our service, please speak to our Practice Manager or email [info@fivedockmedical.com.au](mailto:info@fivedockmedical.com.au). The Health Care Complaints Commission is located at L13/323 Castlereagh St Sydney (Tel 02 9219 7444). | Page 1: Front Cover (insert below info into blue box)  Tel 02 9713 6573  Fax 02 9713 6677  [www.fivedockmedical.com.au](http://www.fivedockmedical.com.au)  12 Henry St Five Dock NSW 2046  *Practice Hours*  Monday to Friday: 8:00am – 6:30pm  Saturday: 9:00am – 1:00pm |
| Page 2:  **About Us**  At Five Dock Family Medical, we value the health care needs of the entire community and recognise the importance of providing high quality general practice services to all patients, from the very young to the very old. We aim to provide professional care, as well as deliver effective well-rounded treatments, in a warm and friendly environment.  Our dedicated doctors, lead by our Head of General Practice Dr Shiva Rayar (FRACGP, BMed), are committed to participating in ongoing professional development to ensure high knowledge of current best practice and advances in medicine. | Page 3:  **Health Care with a Personal Touch**  Our comprehensive range of general practice services include:   * General medical * Paediatric health * Elderly health * Men’s and women’s health * Mental health * Childhood immunisations * Annual check-ups and ‘head to toe’ health assessments * Family planning * Minor surgery * ECGs * Spirometry * Travel vaccinations   *Test Results*  In the interests of good patient care, test results are generally not given out over the telephone. Please make an appointment to see your doctor so you can receive full details of test results. | Page 4:  Consultations are usually by appointment but we will attempt to accommodate walk-in appointments. Please advise reception whether you require a standard appointment (usually 15 minutes) or an extended consultation.  Urgent cases, including child health concerns, will be seen on the day without a scheduled appointment.  *Telephone Calls to Your Doctor*  Our doctors may not always be available to take your calls, but will return your call as soon as possible. Please advise reception staff if the matter is urgent.  *After Hours Care*  Please call 13 7425 if you require medical treatment outside our regular practice hours.  Urgent medical treatment can be sought from the Accident and Emergency department at your local hospital. |