



**6/78 Barbara Boulevard
SEVEN HILLS NSW 2147
PH: (02) 9676 5256
FX: (02) 9671 1273**

Welcome to Barbara Boulevard Medical Centre

To help orientate you with our centre, please read the following important information.

Operating Hours

9am to 5pm – Monday, Wednesday
Weekends/Public Holidays: CLOSED

Emergency Medical Attention

Please note, if you require urgent medical attention, dial 000 for an ambulance.

After Hours Medical Attention

If you require medical attention after hours, please phone Sydney Medical Service on (02) 8724 6300 to arrange an after-hours consultation.

Appointments

A standard consultation is approximately 10 to 15 minutes. If you require a longer consultation, please notify Reception when booking.

We understand your time is valuable, and every effort is made to keep to appointment times, however, patient medical needs are unpredictable. Please accept our apologies in advance, should you experience an extended waiting period.

Home Visits

Home visits are available during practice Opening Hours for regular patients of BBMC who live within a 5km radius, and whose condition prevents them from attending the Medical Centre. Please be advised that consultation fees are applicable, dependent on time and type of visit. Minimum fee is \$100.00.

Please discuss fees and billing arrangements with your Doctor.

Translator Services

Should you require a translator for your consultation, please advise Reception, so that they can arrange this service for you. For further information, please ask Reception.

Communicating with Doctors / Follow up of your Results

If you require a phone consultation with your Doctor, or you need to talk to your Doctor over the phone, please advise Reception on (02) 9676 5256.

Our practice has policies in place for the follow up of your results. A recall and reminder system is in place to ensure continuity of care. For further information, please discuss with your Doctor or ask Reception.

GP Services and Sub Specialities

Our GP's on site are Dr P. Mallick.

Our Doctors provide General Practice and Family Medicine services, however we also specialise in the following areas; Acute/Chronic Injury Management, Corporate Medicine (Pre-Employment Examination), Men and Women's Health.

Other Services Located On-Site

For your convenience, and to provide you with a comprehensive healthcare centre, we also have the following services located on-site; Physiotherapist, Dietician and Podiatrist.

Consultation Fees

Barbara Boulevard Medical Centre is a Bulk-Billing practice. If you do not hold a current Medicare Card, you will be required to pay for your consultation. Our fees are \$60.00 for a Standard Consultation and \$80.00 for a Long Consultation.

Payment is required at the time of consultation. We have eftpos facilities available, and we also accept cash payments. If you have concerns about paying your fee, please discuss this with your Doctor.

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.

Please note that all health information that is collected and used by this practice is protected by privacy legislation.

BBMC follows the National Privacy Principles set out at <http://www.privacy.gov.au/health>

If you require a copy of our Privacy Policy, or for further information, please ask your Doctor or see Reception.

Concerns or Complaints

If you have any concerns about the medical services provided to you, please speak to your Doctor. Complaint Forms are available from Reception. Your feedback is important to us. We ensure that it will be responded to promptly.

A Comments Box is also available in the Waiting Room for your feedback and comments.

Should you wish to make a complaint to the Health Care Commission regarding one of our Doctors, please call them on (02) 9219 7444 or 1800 043 159.

Personal Referrals

Feel free to refer your friends and family to Barbara Boulevard Medical Centre. We will be delighted to see them, and we ensure that they too will receive quality healthcare.

Thank you for attending our Centre. We look forward to being of service to you in the future.

Yours sincerely,
BBMC.