**Practice information sheet:  Walters Road Medical Centre**

***Welcome to Walters Road Medical Centre***

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

**Operating Hours:**

Monday to Friday 8am – 6pm
Saturday and Sunday 9am – 3pm

Public Holidays except Christmas Day & New Year’s Day 9am - 3pm

**Address:**

74F Walters Road,

Blacktown, NSW – 2148

P: (02) 9831 8811

F: (02) 9831 8887

Email: manager@waltersroadmedicalcentre.com.au

Website: www.waltersroadmedicalcentre.com.au

**Appointments:**Please call the practice to book in an appointment. Emergencies will always be given priority.

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.

Patients may also book in online through our online booking system called HealthEngine or through our website.

Walk-ins will be seen at the practice but priority will be given to patients with emergencies or bookings. There may be times your preferred GP is unable to see you as a walk-in because he/she is fully booked.

**After hours and emergency care:**

**If you have a Medical Emergency, please dial 000 straightaway.**If you need to see a doctor outside of WRMC's operating hours, and it is not an emergency, our practice is affiliated with Sydney Medical Services (after hours consultation) for your convenience. The phone number is (02) 8724 6300.

**Home visits :**Home visits may be conducted for eligible patients. Please enquire at reception for our home visit policy and consent form. Please note that Home Visits are not bulk billed and will incur an out-of-pocket cost.

**Fees and billing arrangements:**All consultations for current Medicare/DVA card holders will be bulk billed.

Any patient without a Medicare card will be charged our private consult rates, which are $60 for a standard consult and $80 for a long consult.

Out of Pocket costs: While all GP consults are bulk billed for current Medicare card holders, there may be out of pocket costs for other services such as pathology, allied health etc.

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.

**GP Services and Sub Specialities**:

Our GP's on site are Dr P. Mallick, Dr Kim Taylor, Dr Farzana Yusuf, Dr Perlon Leung and Dr Luke Ryan.

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: Psychologist, Physiotherapist, Dietician, Paediatrician, Podiatrist, Sleep Study Specialist and Exercise Physiologist.

**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) 9831 8811.

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.

**Management of patient health information:**
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. WRMC 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.

**Patient feedback:**

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 Walters Road 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.