

# NORWEST GENERAL PRACTICE

## Our Doctors:

**Dr Aaron Tan** MBBS (UNSW), FRACGP, DRANZCOG  
**Dr Jeremy Tham** MBBS (Syd), FRACGP  
**Dr Michael Tay** MBBS (UNSW), Hons BSc(Med), FRACGP  
**Dr Clara Chu** B Med Sci (Hons), MBBS (Syd), FRACGP  
**Dr Lena Thomas** MBBS (Syd), BA/BSc, FRACGP

**Dr Michelle Lo** MBBS, BSc (Med), FRACGP  
**Dr Yau Yang Koh** MBBS (NSW), BSc(Med), FRACGP  
**Dr Sarah Wong** BSc(Med), MBBS, DCH, FRACGP  
**Dr Young Hi Cho** MBBS(UNSW),BSc(Med),DCH,DRANZCOG,FRACGP  
**Dr Joanne Ma** BMed, FRACGP  
**Dr Mark Yang Lee** BMed, FRACGP

## Contact Details:

Phone: 02 8824 4716  
Fax: 02 8824 4718  
Address: Podium Level, Lexington Corporate  
Suite 114F/ 24-32 Lexington Dr  
BELLA VISTA NSW 2153  
Website: [www.norwestgp.com.au](http://www.norwestgp.com.au)

## Opening Hours

Monday: 8am-7pm  
Tuesday: 8am-7pm  
Wednesday: 8am-7pm  
Thursday: 8am- 7pm  
Friday: 8am- 6pm  
Saturday: 9am- 12pm  
Sunday: Closed

## Practice Administrative Staff:

Nicole, Amy, Frances, Adele, Cassandra and Mikaela.

## Services & Interests:

Our doctors have undertaken extra training in Women's health, Children's health and in Accident Emergency. They also have a special interest in Skin Cancer. Other services and interests include:

- Menopause Management
- Family Planning & Contraception
- Pap Smears
- GP Shared antenatal care
- Men's Health
- Workcover
- Childhood Immunisations
- Baby Checks
- Diabetes
- Bedwetting
- Mental Health / Counselling
- GP Mental Health Plans
- Pre-employment & Insurance medicals
- Travel Medicine
- Pathology tests
- Over 45's health checks
- Minor Procedures
- Aged Care
- First Aid & Emergencies
- Sports Injuries
- Asthma

## Skin Cancer Clinic:

Please let the receptionist know if you are booking for a skin check – this requires a double appointment. Please do not wear makeup or stockings. The doctor will examine your skin using the Molemax digital camera and discuss with you the most appropriate management plan. Excisions can be performed at the surgery at a later date, which requires a 1 hour appointment.

## Appointments:

Please ring 8824 4716 for an appointment. Every effort will be made to accommodate your preferred time and doctor, however this may not be possible if we are very busy. A normal appointment length is fifteen minutes. Please inform our receptionist when you are booking if you require a longer appointment, or if more than one person in the family will be seeing the doctor.

We do see patients as 'walk-ins', however, priority is given to those with appointments, and so there is often a waiting time for those patients that arrive without an appointment. Potentially life threatening symptoms and emergencies will of course be given priority.

Please ensure that you do call to cancel an appointment if you cannot attend.

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## **Receiving Results, Repeat Scripts and Referrals:**

Please ensure that you book a follow up appointment to see the doctor to find out the results of a test or procedure. The doctors will usually not give results out over the phone.

If you need a repeat of a script or a referral to a specialist, you will need to come in and see the doctor. This is to ensure that every aspect of your health is taken into account, and that you are getting the best possible health care.

## **Telephone Access:**

GP's in the practice can be contacted during normal surgery hours; however they do not conduct consultations over the phone. If you have a question regarding your health or the health of others please ring the practice to make an appointment.

If the doctor is with a patient a message will be taken so that the doctor can return your call. Patients please note that the doctors are very busy during the day and can not always return your call straight away. If you have an urgent question it is best to make an appointment.

## **Travel Vaccinations:**

For people requiring vaccinations for overseas travel, you will need to discuss your travel medicine health requirements with the doctor and he will then give you the necessary prescriptions. The doctor will be able to administer the vaccine after you purchase it from the chemist.

## **Fees and Billing Arrangements:**

The GPs at this practice bulk bill all eligible patients. Please ensure that you provide the receptionist with your Medicare card when you are attending a consultation. If you know that you are an eligible Medicare Cardholder, but are unable to provide your Medicare Card or its details, you will be charged a practice fee. You will be able to claim your refund from a Medicare office, when you take your receipt in. There is usually no out of pocket expense.

For overseas visitors, a fee will be charged at AMA rates. You will often be able to claim a refund from your insurance company. The amount is dependent on the services that the doctor has provided.

For patients seeking treatment for Workcover, you will need to pay for the consultation on the day. The amount can be claimed back from your employer. Once you have provided us with insurance details, an invoice will be sent directly to the insurance provider.

For a general guide to AMA rate fees and Medicare schedule fees, please ask the receptionist. We have EFTPOS available for your convenience.

## **Management 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 that this information is only available to authorised members of staff.

## **Home visits and Care Outside of Opening Hours:**

We provide home visits within our opening hours, where it is safe and reasonable, to palliative or elderly patients, who live within 2km from the practice and are unable to attend. There is a practice fee of \$300 payable on the day for each home visit. Please speak with your treating doctor for more information.

For After Hours Care, Please phone Sydney Medical Service on 8724 6300. Please see reception for a brochure.

## **Patient Feedback:**

From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us improve our services.

If you are unhappy with any aspect of the care you receive from the practice we are keen to know about it. Please feel free to talk to your doctor or the receptionist about any problems you have with the service we provide. We believe that problems are best dealt within the practice. However, if you do feel there is a problem you wish to take up outside of the practice, you may prefer to contact the medical registration board, AMA or Health care complaints commission.

## **Health Care complaints commission: Locked Mail bag 18**

**Strawberry hills NSW 2012**

**Phone: (02) 9219 7444 or 1800 043 159**

**NO Smoking Policy:** This practice is a smoke free zone, there is to be no smoking in or outside of the practice by staff or patients.