



Wallarrah Bay Medical Centre

1-3 Hay Street
Gorokan NSW 2263
Ph: 4394 0866 Fax: 4394 0877

PATIENT INFORMATION SHEET

Dr Vinay Kudumula
M.B.B.S., M.R.C.G.P (UK) F.R.A.C.G.P

Dr Tarig Mahmoud
M.B.B.S., M.R.C.G.P (UK), F.R.A.C.G.P

Dr Nikolas Davies
MBChB BSc MRCGP PGCert (Med aesth)

Dr Ali Shirzad Moghaddam
M.B.B.S (Iran)

Practice Manager: Karen Heggie

Reception Staff: Margaret, Catherine,, Gab, Liz, Chanelle, Tara

Practice Nurses: Joanne Evans, Nick Tomsen, Melanie Jefferson

OPENING HOURS

Monday to Thursday 8.30am – 6.00pm
Friday 7.00am -6.00pm
Saturday 8.30am -11.30pm
CLOSED Sunday & Public Holidays

For Medical Assistance After Hours
The Bridges GP After Hours Kanwal on 02 4394 7333
Wyong Hospital Grounds Block D Health Services
664 Pacific Highway Hamlyn Terrace
In a Medical Emergency Phone 000

Appointments:

Consultations are normally made by appointment only.
Urgent cases will be seen on the day.

Long Appointments: are available please let the receptionist know if you would like to book a long appointment

Home Visits – are available for patients within the immediate township who are unable to move from their homes. These are at the Doctors discretion. Home Visits are not covered under Medicare and will be privately billed.

Despite our best intentions, we sometimes run late! This is because someone has needed unexpected urgent medical attention. Be assured, when it comes to your turn, the Doctor will give your problem the time it deserves.

Online Appointments: Visit our website

www.wbmedcalcentre.com.au and book your next appointment online.

Range of Services

As well as routine consultations the following services are available:

Minor Surgical Procedures	Antenatal Care
Men's Health	Women's Health
Lung Function Tests	Management Plan
Family Planning	Insurance Medicals
Licence and Employer Medicals	Diabetes Management
Travel Vaccines	4 year Health Check
Medicines Review	Podiatry
Health Assessments for over 75's	Pathology
Child & Adult Immunisation	Home Visits

Cost of Referred Services:

At times the doctor may need to refer you for further investigation or a consultation with a Specialist or Health Professional which incur cost for treatments and investigation that they provide. It is up to the individual to meet these costs and you should ask the specialist about the exact cost involved when making the appointment.

Collection of Results:

Most tests take a few days to be returned to the Doctor. It is recommended that patients make an appointment to discuss their results with the Doctor in person.

Telephoning your Doctor

The Doctor in this practice may be contacted by phone during normal surgery hours. If the Doctor is with a patient a message will be taken and your call returned as soon as possible. If your call is urgent you will always be put straight through to the doctor.

Fees BULK BILLING IS AVAILABLE FOR

All holders of a Medicare Card and Veterans Affairs Card. **Items that are not covered under Medicare we will privately bill.** These services not covered include Work Cover, Third Party Claims and Employment Medicals NON Medicare Card Holder

(Please refer to our Fee Statement located on the Reception desk or turn over the page.)

Patient Recall for Preventative Care /Reminders System:

The practice offers a FREE service to all patients to promote a continuing quality of care. Our modern computerised medical system enables us to place a reminder into your medical record. If you would like this service, please speak to your Doctor during your consultation. Reminders can be for various procedures including follow up blood tests, reviews and vaccinations and will allow our staff to contact you in time to make an appointment.

If you do not wish to take part in our reminder system or National /State reminder system register please notify your doctor or our reception staff.

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.

We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Patient Rights

Patients have the right to participate in decisions about their own health care; patients have the right to seek further clinical opinion from other healthcare providers if required.

Freedom of Information:

You have the right to access your medical record under the Freedom of Information Act 1988. You may ask for copies or come and view your health record in person.

Please speak to our Practice Manager if you would like an application form for 'Access to Personal Health Information'.

Patient Feedback:

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor, Practice Manager or the staff. You may prefer to write to us or use our Suggestion Box at the Reception Desk. We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies. Complaints can also be registered with the Health Care Complaints Commissioner, Locked Bag 18, Strawberry Hills 2012 NSW.

Phone 02 92197444. Fax 02 9281 4585

My Health Record

My Health Record is the new name of the national digital health record system. Having a MYHEALTHRECORD means your important health information like allergies medical conditions and treatments can be stored digitally in one place and your health providers can see them online at any time..

Interpreting Service: Translating and Interpreting Service is available The receptionist staff will be able to assist you if you require our translating service

Wallarrah Bay Medical Centre was established to ensure that high quality, accessible and affordable Medical Services would always be available.

OUR Medical Centres offers traditional family medicine and gives patients the ability to make an appointment with their choice of a doctor.

The reception staff are here to welcome and assist you.

If you or your family have any specific needs or concerns, the staff will do their very best to accommodate you.

Please don't hesitate to contact our reception staff with any queries you may have about our Medical Centre.

Special Interest for our practitioners

Dr Vinay Kudumula joined our practice on the 26th October 2009.

Dr Vinay Kudumula Joined us from the United Kingdom where he has been working in General Practice for the Past 7 years.

His special interests are Preventative Health Care, Paediatrics , Minor Surgical procedures, Implanon insertion and removal , Cryotherapy, and General Family Medicine.

Dr Tarig Mahmoud joined our practice on the 28th March 2012

Dr Tarig Mahmoud had his GP training in Manchester (England) in 2007.

His special interests are Preventative Health Care ,Men's Health & Paediatrics, and General Family Medicine.

Dr Nik Davies joined our practice on the 3rd November 2014. He studied at St.Andrews University, Scotland and the University of Manchester, England (2007) where he also completed his training in general practice.

His special interests include: Dermatology, Minor Surgery, Medical aesthetics , Cryotherapy General Family Medicine Dermal Fillers Anti- Wrinkle injections Chemical Peels Obagi Skin Care Range plus general family medicine.

Dr Ali Shirzad Moghaddam joined our practice in April 2015. He graduated in 2008 in Iran where he had been working in General Practice for 4 years.

His special interests are Preventative health care, Men's health, Paediatrics, Surgical & internal medicine related to gastroenterology and General Family Medicine.

Book online How to Book Online HOT DOC

Visit our clinic website www.wbmedcalcentre.com.au and follow the prompts or download the HotDOc app on your mobile device and book an appointment 24/7 at home or on the run.

Fee Statement as at 2017

- Wallarah Bay **Bulk Bills** all claimable services to Medicare.
 - *Items that are not funded by Medicare include:*
- **Non Medicare Card/Veterans Card holder- Standard visit \$60.00**
 - *Services for Workers Compensation:*
 - 1st visit consultation + Medical Certificate **\$120.50**
 - Ongoing standard Workers Compensation visit **\$78.00**
 - Employment Medical **\$110.00**
 - Drivers Licenses Medical (bus , truck etc) **\$88.00**
 - Home visits will be privately billed (fee **\$150.00 to \$400.00**)

***Patients are advised that they are responsible for out of pocket expenses associated with referrals by our Doctors to medical services including, but not limited to Specialist, Medical Imaging etc
Any inquiries can be directed to the Practice Manager***