

1/124 Military Road, Neutral Bay



## BULK BILLING POLICY

At Mind Your Health Medical Centre, we **bulk bill GP consultations** for all valid Medicare card holders.

Any consultation requiring additional services, such as vaccinations or procedures, **may** incur an out of pocket fee, **typically** between \$20 and \$100. The doctor will **always** discuss any fees with you and obtain your consent prior to commencing treatment.

## PRIVATE PATIENTS

Patients without a valid Medicare card will ordinarily be charged \$75 for a standard (15 minute) consultation, with the time increasing with appointment length and complexity. A full price list for consultations, common procedures, and vaccines is available at reception.

## APPOINTMENTS

Appointments are recommended to see your preferred doctor, or at a time that suits your schedule. Every effort is made to accommodate on-the-day appointments, depending on how the doctor is running for time.

To make a booking, you can speak with one of our friendly receptionists over the phone on **(02) 8319 8777**, or book online via **HealthEngine.com.au**

A standard consultation runs for 15 mins and generally covers one medical concern. If you feel you will require more time than this, please notify reception so they can secure a longer appointment time for you.

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*In the event of an emergency, please call 000.*

*For afterhours services, please call 13 SICK.*

## CANCELLATIONS

If you are unable to attend your appointment, please contact the reception team as soon as possible. Cancellations for GP consultations less than 2 hours prior to the consultation will be subject to a \$20 cancellation fee. Cancellations for allied health consultations in less than 24 hours may be subject to a cancellation fee – more information is available at reception.



*Our passion is to provide high quality, compassionate medical care to individuals and families within the local community. As part of our vision to be accessible to all, we have a wide range of medical and allied health services available to suit every healthcare need.*

Monday – Friday  
8:00am – 6:00pm

Saturday & Sunday  
9:00am – 1:00pm

Ph: (02) 8319 8777  
Fx: (02) 8317 4778  
[www.myhmedical.com.au](http://www.myhmedical.com.au)  
[www.facebook.com/myhmedical](https://www.facebook.com/myhmedical)

Our attentive General Practitioners are here to assist with all of your health concerns:

- ✓ *Dr Napoleon Chiu*
- ✓ *Dr Nabeel Makmahi*
- ✓ *Dr Nataliya Kot*
- ✓ *Dr Yew Lau*

We are proud to provide the following in-house Allied Health services, available by appointment:

- ✓ *Psychology*  
*[Ms Victoria Naum]*
- ✓ *Physiotherapy*
- ✓ *Podiatry*
- ✓ *Registered Nurse*
- ✓ *Pathology*

Allied Health services are not bulk billed, but in some circumstances, you may be eligible for a Medicare rebate on these services – please ask your doctor for more information.

Working alongside the lovely and diligent Administration Team, who look forward to assisting you at your next visit.

### *Our multidisciplinary clinic is equipped to provide the following services...*

- ❖ Preventative Health Checks
- ❖ Immunisations
- ❖ Travel Medicine
- ❖ Skin Cancer Checks
- ❖ Children's Health
- ❖ Women's Health
- ❖ Senior Health Care
- ❖ Antenatal Checks
- ❖ Chronic Disease Management
- ❖ Family Planning
- ❖ Counselling
- ❖ Sexual Health Checks

*... just to name a few!*

#### **Recalls and Reminders**

Registered patients are routinely sent recall and reminder letters regarding further consultation and assessment. Please advise your doctor or reception staff if you object to being included in reminder systems or registers.

#### **Accident Care**

Mind Your Health Medical Centre has a fully equipped treatment room that enables doctors in the practice to cater for the majority of routine accidents; including repairs of cuts, treatment of fractures & removal of foreign materials from eyes.

#### **Health Information Policy**

Patient information collected by Mind Your Health Medical Centre is accessible only by medical, allied and administration staff. It will not be released to third parties without your consent. Please refer to our privacy statement for more information.

#### **Telephone Contact with Doctors**

Please be aware that the doctors are typically in consultation while at the practice. Please feel free to leave a message with our reception team if you need to relay information to your GP.

However, an appointment is recommended if the matter is urgent, requires medical investigation or advice. All written materials and conversations are confidential.

#### **Test Results**

It is practice policy that results are not given out over the phone. You will need to book and attend an appointment to allow for the provision of appropriate follow-up care.

#### **Pathology Collection**

For your convenience, there is on-site pathology collection, available **Monday to Saturday, 9am to 1pm**. No appointment is necessary.

*We take pride in the services we offer and welcome any feedback. There is a suggestions box in the waiting room for this purpose, or you can contact our Practice Manager via reception.*

*More serious complaints may be directed to the Medical Practitioners Board on (03) 9655 0500, or the Health Complaints Commissioner on (02) 9219 7444.*