

1/124 MILITARY RD, NEUTRAL BAY



## BULK BILLING POLICY

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

Any consultation requiring additional services eg. vaccinations & procedures, *may* incur an out of pocket fee, *typically* between \$20 and \$100.

Your GP will *always* discuss any fees and obtain your consent prior to commencing treatment.

## PRIVATE PATIENTS

Patients without a valid Medicare card will usually be charged \$75 for a standard (15 min) consultation, with the cost increasing with appointment length and complexity.

A price guide for consultations, procedures and vaccines is available at reception.

## APPOINTMENTS

Bookings 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 when possible.

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](http://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.

## CANCELLATIONS

If you are unable to attend your appointment, please contact reception as soon as possible.

Cancellations for GP consultations less than 2 hours 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 – please ask reception.

## EMERGENCIES

In an emergency, call 000.

## AFTERHOURS

For afterhours services, please call 13 SICK.



**MINDYOURHEALTH**  
MEDICAL CENTRE

Monday – Friday  
8:00am – 6:00pm

Saturday & Sunday  
9:00am – 1:00pm

*Closed on Public Holidays.*

Phone: (02) 8319 8777

Fax: (02) 8317 4778

Email: [care@myhmedical.com.au](mailto:care@myhmedical.com.au)

[www.myhmedical.com.au](http://www.myhmedical.com.au)

## Pathology Collection

For your convenience, there is on-site pathology collection, available Mon - Sat, 9am - 1pm. No appointment is necessary.

## 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.

## Telephone Contact with Doctors

Please be aware that doctors are usually in session while at the practice and do not provide phone consultations. You are welcome to leave a message with our reception team if you need to relay information. However, an appointment is recommended if the matter is urgent, requires medical investigation or advice.

## Accident Care

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

## Recalls and Reminders

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

## Health Information Policy

Patient information collected by Mind Your Health 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.



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

- ✓ Dr Napoleon Chiu
- ✓ Dr Nataliya Kot
- ✓ Dr Benvinda Xabregas
- ✓ Dr Nabeel Makmahi
- ✓ Dr Yew Lau

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

- ✓ Psychologist: Victoria
- ✓ Physiotherapist: Edmond
- ✓ Podiatrist: Simon
- ✓ Dietician: Catherine

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.



Women & Men's Health

Senior's Health



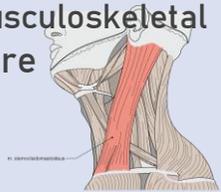
Travel Vaccinations

Our multidisciplinary clinic is equipped to provide comprehensive care.

Skin Cancer Checks



Musculoskeletal Care



Chronic Disease Management

Antenatal Care



Varicose Vein Treatment

Sexual Health Checks



Paediatric Care

We take pride in the services we offer and welcome any feedback. There is a suggestions box in the waiting room, or you can contact our Practice Manager; Laura, via reception. Alternatively, you can email [care@myhmedical.com.au](mailto:care@myhmedical.com.au) or contact the MPB on (03) 9655 0500, or the HCCC on (02) 9219 7444.