

# GARFIELD MEDICAL CENTRE



## PRACTICE INFO SHEET

### Garfield Medical Centre

2 / 19 – 25 Garfield Street Wentworthville NSW 2145

Tel: (02) 9128 3465 | Fax: (02) 9128 3466

E: [info@garfieldmedicalcentre.com.au](mailto:info@garfieldmedicalcentre.com.au) | W: [www.garfieldmedicalcentre.com.au](http://www.garfieldmedicalcentre.com.au)

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### PRACTICE HOURS

Monday : 8:30 am - 5 pm	Thursday : 8:30 am - 5 pm	Saturday : 8 am - 2 pm
Tuesday : 8:30 am - 5 pm	Friday : 8:30 am - 5 pm	Sunday : 8 am - 12 pm
Wednesday : 8:30 am - 5 pm		

### AFTER HOURS

Sydney Medical Service : 1300 HOME GP (1300 466 347)

**If emergency, please call 000.**

### OUR PRACTICE

At Garfield Medical Centre, we welcome all our patients with the same zest and passion of offering best possible care for each and everyone. We strive to provide quality health care service to the community, a healthy working environment to the staff and a happy space for creative and innovative learning.

Garfield Medical Centre is a family- oriented, accredited General Practice owned and managed by GPs. We have both male and female doctors who are well experienced with a number of sub-speciality interests to cater for individual patients. We are committed to improving the quality of life and wellbeing of our patients, integrating current knowledge of curative space with empathy, compassion and kindness.

We are a young practice with a devoted aspiration to be a deservedly sought-after practice in Wentworthville and the surrounding suburbs of the Greater Western Sydney.

### APPOINTMENTS

Appointments can be made by calling our practice on 02 9128 3465, or through online bookings via our website: [www.garfieldmedicalcentre.com.au](http://www.garfieldmedicalcentre.com.au). Our standard appointment duration is 10 minutes. If you require a longer appointment or would like to book appointments for more than one member of the family, please advise reception when booking. We accept walk-in appointments when possible, however priority will be given to those patients with pre-booked appointments.

We make every effort to accommodate your preferred time and GP. However, emergencies do occur, and though every effort is made to keep to appointment times, emergencies will be given priority.

Our staff will attempt to contact you if unforeseen delays occur. We thank you in advance for your understanding.

## OUR TEAM

### Medical and Clinical Team

Dr Shankar Kumarasiri MBBS, DCH(Child Health), FRACGP  
Dr Sriram Kumarasiri MBBS, FRACGP  
Dr Ramana Vimalasri MD, FRACGP  
Dr Arunthathy Jesuthasan MBBS, FRACGP, DCH (Child Health)  
Dr Dharshini Jeyalingam MD, FRACGP

Rossana Droguett-Ghisolfo - Practice Nurse (RN)  
Savio - Practice Nurse (RN)

### Allied Health Team

Dietitian  
Physiotherapist  
Speech Pathologist

### Reception Team

Mamatha Harish - Practice Manager  
Medical Administration team

## OUR SERVICES

GP Services	Chronic disease management
Child / Maternal health / Obstetrics	Mental Health Assessments
Women's health	Sexual health
Antenatal shared care	Occupational health
Men's health	Indigenous health
Skin checks	Iron infusion
Immunisations	Ear Syringing
Flu and Covid Clinics	Driver's licence fitness
Family medicine	Work Cover
Community medicine	Minor Emergencies
Travel medicine	Weight Loss Clinic
Sports medicine	Onsite Pathology Services
Geriatrics	Allied Health Services

## PATHOLOGY SERVICES

Pathology collectors are available on our Premises on Monday, Wednesday and Thursdays between 9am-1pm. This service does not need any bookings. Patients can walk-in with their valid pathology referral for assistance.

## **MANAGEMENT OF YOUR PERSONAL HEALTH RECORDS**

At Garfield Medical Centre, we follow the OAIC Australian Privacy Principles as detailed here:

<https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17australian-privacy-principles> .

Any information contained in your health record is confidential and is only available to authorised staff.

A copy of our Privacy Policy is located at Reception and on our website.

## **COMMUNICATION WITH YOUR DOCTOR**

For communication with your doctor, our reception team will be happy to take your telephone message and pass it on to the doctor, who will deal with it as soon as they are available to do so. Please be aware that our doctors can conduct telephone consultations, provide referrals or provide prescriptions over the telephone adhering to current Medicare regulations one of which is you have to have visited the practice or the doctor atleast once within the last 12 months.

To ensure your privacy, our staff will not send results /medical correspondence by email until it has been discussed with your doctor and you have provided permission.

## **NURSE SERVICES**

At our clinic, we have Registered Nurse/s that offer a variety of services including Health checks, Diabetes and blood sugar check, Immunisations, Dressing change and Wound care, Blood pressure checks, Spirometry, ECG's Baby growth and development. Appointments for these services will need to be booked in with both the Nurse and Doctor, by calling the Reception staff .

## **REMINDERS**

We may send SMS reminders or letters offering preventative services appropriate to patient's care and circumstances. Patients are requested to inform Reception if they wish to opt out of receiving these reminders. We are committed to preventative care and patients may be contacted by our Practice team from time to time, to book an appointment for repeat tests, immunisations, general follow up and results.

## **RECALLS – TEST RESULTS**

Patients will be advised by their Doctor about an expected timeframe of when to expect their test results to be available to them, so they can book a follow up appointment to discuss the results. Reception staff is unable to provide test results to the patients as the results need to be discussed with doctor first. A member of our practice team will contact patients regarding any urgent results, and will subsequently assist the patients to book an appointment to discuss the results with the doctor.

We may send reminders by SMS to the patient regarding their test results and reports – Patients are requested to inform Reception if they wish to opt out of receiving these reminders.

## FEES AND BILLING

Garfield Medical Centre is a **BULK BILLING** practice for all patients with a valid Medicare card for all Medicare-eligible Procedures. This means no out-of-pocket expenses for all Medicare eligible consultations.

**\*\* All Medicare eligible services will be Bulk-Billed for valid Medicare card holders or Veterans Affairs Card at our Practice \*\***



**Patients without a valid Medicare card** will be required to pay privately as per the Private fee schedule below. When there are private fee charges, appointment costs can vary depending on time, consultation types and procedures. Please speak to a friendly reception staff member for fees and charges related to your appointment.

**Private Billing fees :** Please refer to the table below.

PRIVATE BILLING (NON-MEDICARE) - GP	
Type of attendance	Patient Cost
Brief consultation (<=5 mins)	\$50
Standard consultation (<20min)	\$75
Long consultation (<40min)	\$115
Prolonged consultation (>40min)	\$155
<b>Please contact our Reception for the Weekend Private Billing Fee information</b>	

OTHER (GP NON-REFERRED ATTENDANCE) FEES	
Type of attendance	Patient Cost
Flu vaccination	\$20
Spirometry	
NSW drivers fitness to drive assessment	\$100

**PLEASE NOTE :** Billing for Private patients is at the instruction and discretion of the GP and is not decided by reception.

If payment is an issue, please discuss this privately with your GP at the end of your consultation. If any change with fee, Reception will then be notified by the GP at the end of the consultation.

PRIVATE BILLING (NO CAREPLAN) – ALLIED HEALTH	
Type of attendance	Patient Cost
Physiotherapy (Initial   Follow-up)	Please contact Reception for details.
Speech Pathology (Initial   Follow-up)	Please contact Reception for details
Dietitian (Initial   Follow-Up)	Please contact Reception for details.

**PLEASE NOTE :** Ask Reception for on-the-spot claiming option from the private health insurance. (The benefit amount will depend on the respective private health insurance provision).

Careplan – Allied Health
Gap payments MAY apply based on the Allied Health Provider's instruction and discretion. Please ask Reception for further details.

## **PAYMENTS**

### **Full payment of fees is required following your consultation.**

We accept EFTPOS, Credit cards and Cash. As we do not hold cash on the premises, patients are requested to pay in exact amount, if paid by Cash.

## **AFTER HOURS APPOINTMENTS**

For urgent home visits and bulk-billed after-hours consultations, we recommend:

- Hills After Hours : 1300 HOME GP (**1300 466 347**)
- Available outside of our working hours.

## **TRANSLATOR AND INTERPRETER SERVICES (TIS)**

We welcome patients from any languages and backgrounds and have multilingual staff across our practices. Patients can inform Reception team in advance if interpreting service is required and our team will be happy to organise this service from the Translating and Interpreting Service (TIS).

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## **FEEDBACKS AND COMMENTS**

We have a suggestion box in our reception for patients to complete if needed.

We also accept verbal complaints through Reception which are documented and these complaints will be followed up by the Practice Manager / Principle Doctor.

Garfield Medical Centre aims to provide all our patients with the best possible healthcare and service at all times. We encourage and appreciate all feedback to help us maintain our quality of service.

For any complaints, feedback or suggestions, patients are requested to fill out a feedback form, available in the reception area, or ask to speak to our Practice Manager.

Any complaint in relation to public health and safety should be sent to The Health Care Complaints Commission (HCCC) full contact details on their website <http://www.hccc.nsw.gov.au>

Locked Mail Bag 18  
Strawberry Hills  
NSW 2012  
1800 043 159

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