



PRACTICE INFORMATION SHEET

Esplanade Medical and Dental Centre

Suite 12-14, 11 Solent Circuit, Norwest NSW 2153

Tel: (02) 8891 2000 Fax: (02) 8891 2099 Email: info@esplanademedicalcentre.com.au

W: www.esplanademedicalcentre.com.au

Practice Hours:

Monday – Friday 9am – 8pm

Saturday 9am – 4pm

Sunday 9am – 1pm

After-Hours Contact 1800 466 347(@homeGP)

If there is an emergency, please contact 000

Our Practice:

Esplanade Medical and Dental Centre strives to provide the best health care service to the community, best working environment to staff and provide space for creativity in research and learning.

Esplanade Medical and Dental Centre is owned and managed by GP's. It is a family-oriented practice delivering quality healthcare services for the local community. Our Doctors are well experienced with a number of sub-specialty interests.

We are committed to improving the happiness and wellbeing of our patients, integrating current knowledge of curative science with compassion and kindness. We are a young practice with aspirations to be the best medical practice in the Northwest corridor.

Appointments:

Appointments can be made by calling our practice on 02 8891 2000, or you can book online through our website: www.esplanademedicalcentre.com.au. Our standard appointment length is 15 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, but priority will be given to those patients with pre-booked appointments. We make every effort to keep our appointments running on time, but if an urgent situation arises, it will be dealt with as a priority. We thank you in advance for your understanding.



Doctors and Medical team:

Dr Murugabalaji Kandasamy Mohan – MBBS

Dr Sowmya Sreeharan – MBBS (UK), FRACGP

Dr Shandith Tennakoon – MBBS, FRACGP

Dr Savithri Herath – MBBS, FRACGP

Rossana Droguett-Ghisolfo – Practice Nurse

Reception team

Lisa Gordon – Practice Manager

Julie Badger – Receptionist

Raquel Bergmann – Receptionist

Louise Greco – Receptionist

Care Outside Normal Hours:

While we do not routinely carry out home visits, our doctors will consider requests for home visits/nursing home visits for regular patients of the practice on a case-by-case basis. Please provide our reception staff with as much information as possible, and they will pass the message on to the doctor on duty to deal with at their discretion. **Please note: these visits will only be carried out:**

- **When it is deemed safe for our doctors to do so;**
- **When the patients' condition or circumstances prevent them from travelling to the practice;**
- **At the discretion of the doctor on duty.**

Outside of normal practice hours, please call 1800 466 347 to book an afterhours home visit with our medical deputising service, @homeGP. Visit www.athomegp.com.au for more information.

In the event of an emergency, please dial 000.

Services Available:

-Children's Health/Vaccinations

-Women's Health

-Diabetes Management

-Mental Health Assessment

-Travel Medicine

-Acupuncture

-Sports Medicine

-Iron Infusions

-Blood Tests

-Senior's Health

-Work Cover/Workers Compensation

-Asthma Management

-Pre-employment Executive Health Checks

-Weight Management

-Dietitian

-Vaccinations

-Minor Emergencies

-Male and female doctors available



Management of your Personal Health Record:

At Esplanade Medical and Dental Centre, we follow the OAIC Australian Privacy Principles as detailed here: <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-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.

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 cannot conduct consultations, provide referrals or provide prescriptions over the telephone - you will need to come into the practice for a consultation with your doctor. To ensure your privacy, our staff will not send results/medical correspondence by email, as this is not a secure means of communication.

Test results:

Your doctor will advise you of when they expect your test results to arrive back. A member of our practice team will contact you to let you know when they are back, so that you can book an appointment with your doctor to follow up. For patient confidentiality purposes, we do not provide test results over the phone. We may send reminders by SMS regarding your test results and reports – please let Reception know if you wish to opt out of receiving these reminders.

Reminders:

We may send SMS reminders or letters offering preventative services appropriate to your care and circumstances, please let Reception know if you wish to opt out of receiving these reminders.

Fees and Billing:

Esplanade Medical and Dental Centre is a **BULK-BILLED** practice for patients with a valid Medicare card. Patients without a Medicare card will be required to pay privately as per the fee schedule below. Our practice also charges an additional fee for Iron Infusion and Flu Vaccines. Please refer to the table below.

Private billing fees: Monday – Friday 09.00am – 8.00pm

Type of attendance	Patient Cost
Standard consultation (<20min)	\$60
Long consultation (<40min)	\$90



Other Costs

Type of attendance	Patient Cost	Rebate
Iron Infusion	\$200	72.50
Flu Vaccine	\$20	N/A

Payments

Full payment of fees is required following your consultation.

We accept EFTPOS, cash and credit cards. Where a Medicare rebate is payable, we can give you the Medicare form required to claim your rebate back.

Medicare rebates will vary between weekdays and weekends. Our staff can tell you what rebate is available at the time of your appointment.

****Please note, some of our GP's provide services which are privately billed with no Medicare rebates available****

Translating Services:

Please advise our Reception team in advance if you require free interpreting services from the Translating and Interpreting Service (TIS) and we can arrange this for you.

Feedback and Complaints:

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.

Esplanade Medical and Dental Centre aims to provide you with the best possible healthcare and service at all times. If you have any complaints, feedback or suggestions, please fill out a suggestion form, available in the reception area, or ask to speak to our Practice Manager.

If we are unable to resolve your complaint to your satisfaction, you may wish to contact the NSW Healthcare Complaints Commission:

Locked Mail Bag 18

Strawberry Hills

NSW 2012

Email: hccc@hccc.nsw.gov.au

Tel: 1800 043 159