

PRACTICE INFORMATION SHEET

Miller Medical and Dental Centre

Suite 1, 90 Cartwright Ave, Miller NSW 2168

Tel: 02 8825 8280 Fax: 02 8825 8281 Email: info@mmadc.com.au

Website: www.mmadc.com.au

Practice Hours

Monday	8:30am – 5:00pm
Tuesday	8:30am – 5:00pm
Wednesday	9:00am – 5:00pm
Thursday	8:30am – 5:00pm
Friday	8:30am – 5:00pm
Saturday	9:00am – 4:00pm
Sunday	9:00am – 1:00pm

After-Hours Contact: 1800 466 347 (@homeGP)

If there is an emergency, please contact 000

Our Practice

Miller Medical and Dental Centre welcomes all new and existing patients. We strive to provide the best health care service to the community, best working environment to staff and provide space for creativity in research and learning. Miller Medical and Dental Centre is owned and managed by experienced GP's. Our doctors are well experienced with a number of sub-speciality 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 centre in the South West Region.

Appointments

Appointments can be made by calling our practice on 02 8825 8280, or you can book online through our website www.mmadc.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.

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Doctors and Medical Team

Dr A.M.R Reddy – Male

Dr Muneer Ariff – Male

Dr Hala El Naouchi – Female

Dr Tek Seghgal – Male

Ms Alhan Ramez – Podiatrist – Female

Mr Joel Whiteford – Dietitian – Male

Mrs Punam Roy – Practice Nurse

Reception Team

Soundarya Sathasivam – Practice Manager

Priscilla Khan – Receptionist

Srividhya Vijay – Receptionist

Rachel Buttigieg – Receptionist

Apeksha Halasagi – Receptionist

Salam El Abdallah – Receptionist

Fayanne Farache – 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 patient's condition or circumstances prevent them from travelling to the practice**
- **At the discretion of the doctors 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

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Services Available

- Children's Health/Vaccinations
- Women's Health
- Diabetes Management
- Mental Health Assessments
- Travel Medicine
- Sports Medicine
- Blood Tests
- Senior's Health
- Implanon insertion and removal
- Workcover/Workers Compensation
- Asthma Management
- Pre-employment Executive Health Checks
- Weight Management
- Dietitian
- Vaccinations
- Minor Emergencies
- Male and Female doctors available
- Skin checks and minor excision

Management of your Health Record

At Miller Medical and Dental Centre, we follow the OAIC Australian 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 any 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.

Exception due to COVID 19 – From 20 July 2020, patients are eligible for GP telehealth service if they have seen their GP or another medical practitioner with in our medical centre at least once in the preceding 12 months.

The existing relationship does not apply to

- *Children under the age of 12 months*
- *People who are homeless*
- *Patients living in a COVID-19 impacted areas*
- *Patients receiving an urgent after-hours (unsociable hours) service; or*
- *Patients of medical practitioners at an Aboriginal Medical Services or an Aboriginal Community Controlled Health Service.*

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Nurse Clinic

At our practice we have Registered Nurse who are available for appointments. Our Nurses offer a wide range of services including general health checks, blood glucose monitoring, immunisations, dressing change, wound care, blood pressure checks, spirometry, ECG and growth development checks for new born. Appointments for our nurses can be made through our reception team.

Test Results

Your doctor will advise you of when they expect your 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 doctors to follow up. For patient confidentiality purposes, we do not provide 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.

Requests for repeat scripts and print outs of results outside of consultation are unable to be honoured.

Exception due to COVID-19 – If you would like to book a telehealth appointment with your GP to discuss test results, you are welcome to do so.

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.

Recalls

We are committed to preventative care and from time to time you may be contacted by our Practice team to book an appointment for repeat tests, immunisation, general follow ups and pathology results.

Fees and Billing

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



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Private week day billing rates (9am – 8pm)

Medicare Item #		Types of Attendance	Patient Cost
VR	Non VR		
23	53	Standard Consultation (<20min)	\$50
36	54	Long Consultation (<40min)	\$85
44	57	Prolonged Consultation (>40 min)	\$120

Private after-hours billing rates: After 8pm Mon-Fri, after 12pm Saturday and all-day Sunday and Public Holidays

Medicare Item #	Type of attendance	Patient Cost
5020	Standard Consultation (<20min)	\$60
5040	Long Consultation (<40min)	\$95
5060	Prolonged Consultation (>40 min)	\$130

Other costs

Type of attendance	Patient Cost	Rebate
Flu Vaccine	\$15	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.

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

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

After-Hours Appointments

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

- @homeGP – Phone – 1800 HOME GP (1800 466 347)
- Available 6pm – 8am (Monday – Friday)
- Saturday from 12pm – 8am Monday
- Public Holidays

Translating Service

Please advise our Reception team in advance if you require free interpreting services from the Translating and Interpreting (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.

Miller 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