

Q. Where is Miller Medical and Dental Centre located?

A. Miller Medical and Dental Centre is located at 1 & 1A Miller Central, 90 Cartwright Avenue, Miller, NSW 2168. Click here for map location <https://maps.app.goo.gl/bZV9Xi5V9vXr7Wnp7>

Q. How can I contact Miller Medical and Dental Centre?

A. You can call us on **02 9933 5300** or email us at info@mmadc.com.au . If you need to send a fax, our fax is 02 **9933 5399**.

Q. Is Miller Medical and Dental Centre a bulk-billing practice?

A. Yes. All our GP consultations are bulk-billed for patients with valid Medicare or Veterans Affairs Cards. Non-Medicare patients will be charged with a consultation fee and the payment can be made by VISA/Mastercard EFTPOS. We also accept American Express and cash. Here are the consultation fees for non-Medicare card holders.

Type of Attendance	Consultation fee	Medicare rebate	Out of Pocket
Standard consultation (<20 minutes) item #23	\$75	\$41.20	\$33.80
Long Consultation (>20 minutes) item #36	\$125	\$79.70	\$45.30
Iron Infusion (Pvt Patient/Medicare) #36	\$200	\$79.70	\$120.30
Excision (Short Procedure) #23	\$140 (23)	\$41.20	\$98.80
Excision (Long Procedure) #36	\$175 (36)	\$79.70	\$95.30
Mirena Removal #36	\$100	\$79.70	\$20.30
Toe Nail Removal #47904	\$110	\$61.85	\$48.15
Ingrown Toe Nail Removal #47915	\$250	\$185.60	\$64.60
Implanon Insertion #14206	\$100	\$39.00	\$61.00
Implanon Removal #30062	\$150	\$66.50	\$83.50
Influenza Injection	\$20	N/A	
Fitness to Drive assessment - Commercial	\$180		
Spirometry (additional to the private consultation) item #11506	\$30		

Q. What is Zero Tolerance Policy?

A. Zero tolerance policy

Our staff are trained and dedicated to serve you and you will be treated with courtesy and respect at all times. In return, we request that our doctors, staff and nursing team are treated with the same courtesy and respect.

This medical practice has zero tolerance for abusive and/or threatening behaviour towards our team members. This includes shouting, swearing, aggressive actions, threats, inappropriate gestures and name calling. Please treat us as you would like to be treated yourself. If you are abusive or threatening, you will be required to leave the clinic and transfer your care to another practice. Refusal to leave will result in the police being called.

Q. Do I need to make an appointment to see a doctor?

A. Miller Medical and Dental Centre welcomes all walk-in patients. However, priority is given to patients who have pre-booked their appointments.

Q. How long are appointments and the waiting times?

A. Waiting times

While the practice is committed to scheduling appointments at realistic intervals, there may be an increased waiting time due to one of the following:

- **More complex problems** than anticipated, which cannot be dealt with within a standard appointment of 15 minutes. For this reason, we suggest all patients book a longer consultation when they have a list of issues.
- **Unplanned appointments:** Despite the best planning, the nature of general practice is that sometimes patients require immediate attention and an “unplanned” appointment. We will ask for your patience or, if the wait time would be too long or you prefer, staff will re-schedule the appointment.
- **Emergency calls:** The GP on stand-by to a nursing home or hospital may be called in case of an emergency. In this event, staff will make every effort to re-schedule your appointment.

Q. What if I have an urgent medical issue?

A. If you have an urgent medical condition when you present to our clinic, our practice nurse can provide triage. However, if you have an urgent medical condition when you are at home, please call **000** immediately and ask for an ambulance.

Q. Can I get pathology testing done at the medical centre?

A. Yes, we have a pathologist available Thursday and Friday from 9am - 1 pm for pathology testing/ blood collection and 4Cyte pathology will pick up the samples every day.

Q. What if I require a translator?

A. A free translator service is available for non-English speaking patients. Please inform our reception staff if you need this service. This is a free service only available for Australian residents and not for tourists.

Q. Can I book a phone consultation?

A. Yes, all of our doctors are happy to offer telephone consultations. This means you can stay at home while still receiving the high-quality consultations you used to receive on your face-to-face consult. According to Medicare guidelines, we may only offer telehealth consults to patients who have had an on-site visit within the last 12 months. Please bear this in mind when booking a phone consultation, or call our friendly reception staff to discuss.

Q. What happens to the health records?

A. Privacy and your records,

We comply with all professional and statutory privacy obligations. All information provided by you to the practice, whether to your GP or staff, is strictly confidential and will not be shared with any third party unless you request it, or sharing it is required by law.

The sharing of your health information with other health professionals will always be discussed with you first. Your information is stored securely, and all staff are trained in the management of health information and confidentiality. If you wish to access your health information, please discuss this with your doctor. For more, see our privacy policy.

Q. How will I know I have COVID-19?

A. Most people can now use a rapid antigen test (RAT) result to confirm they are positive for COVID-19. This includes people with symptoms, people who live with someone who has COVID-19, and people who have spent a long time with, or interacted closely with someone who has COVID-19. Only some people are required to get a confirmatory PCR (nose and throat) swab.

Q. How will my COVID-19 be managed?

A. Most people with COVID-19 will have a mild illness and will recover in a few days or so, with some people having no symptoms at all.

Most symptoms can be managed with:

- bed rest
- regular paracetamol and ibuprofen to relieve pain and fevers
- throat lozenges for a sore throat
- keeping hydrated with regular sips of water.

Continue to take any medications you have been prescribed as usual. If you are unsure about continuing to take your current medication or treatment, or have any concerns about your health, call your doctor.