

Patient Information Sheet

Practice Location:

Perfect Medical Care
36 Blackwall Rd, Woy Woy, NSW, 2256

Contact Us:

Ph: 02 8964 7011 Fax: 02 8964 7013
admin@perfectmedicalcare.com.au

Consulting Doctors:

Dr Fady Tadros Dr Antoun Roufael
Dr Mira Gaballah Dr Mary Eskaros
Dr Diana Said

Practice Manager: James

Reception Team: Elizabeth, Emily, Larna & Jess

Practice Nurses: Jody, Brooke, Simon, Linda & Jo

Opening Hours:

Monday to Friday 9.00 am – 5.00pm

Appointments:

Appointments can be made over the phone, online through website or using the Hotdoc.app.

On the day appointments are available to patients.

Standard consultations are scheduled for 10 minutes.

If you require a long appointment, please let the receptionist know when booking.

After Hours Care:

In a Medical Emergency: 000

After Hours Services: 0418 443 995

After hours service is available to registered patients of this practice.

Home Visits:

Home Visit can be arranged with your doctor, these are restricted to regular patients, within a reasonable distance of the practice.

Services

General Health	Child & Adult Immunisation
Minor Surgical Procedures	Venesections
Antenatal Care	Iron Infusions
Men's Health	Women's Health
Management Plan	Family Planning
Diabetes Management	Aboriginal Health Assessments
Medicines Review Podiatry	Health Assessments for over 75's

Fees

Patients with an active Medicare card will be bulk billed for eligible services. Eligible services are available at reception or online through MBS online.

Fees will be incurred for procedures or non-Medicare eligible services. Your doctors fee schedule is available at reception or online.

Payment is required at the time of consultation.

Interpreting Service:

Translating and Interpreting Service is available. Receptionist staff will be able to assist you if you require a translator during your appointment.

Cost of Referred Services:

At times the doctor may need to refer you for further investigation or a consultation with a specialist or health professional which incur cost for treatments and investigation that they provide. It is up to the individual to meet these costs. Please contact the provider to discuss these fees.

Communicating with your Doctor

For all clinical matters you are required to book an appointment with your GP. Telephone services are available for patients that have been reviewed in person with the last 12months. In some circumstances reception may be able to take a message for the GP.

Reminders System:

Our practice utilises an electronic recall and reminder system to assist in follow up and preventative healthcare. Reminders are set by your GP for immunisations, blood tests and cervical screening tests.

Patients are required to book an appointment to discuss all results. You will receive a notification via text if your GP would like to discuss your results.

If you do not wish to take part in our reminder system, please notify our reception staff.

Email:

We do not accept clinical requests via email. Our email account is not regularly monitored. If you email, you will receive an autoreply outlining the risks of using an unsecure method of communication and you will need to contact us to decline your consent.

Teaching:

Our practice is associated with the University of Newcastle.

At times we have medical students in the practice sitting in on consultations. You will be notified when this is the case. If you do not wish a student to be present during your consultation this will be respected.

eHealth:

You can request your latest health summary be uploaded to your MyHealth record during your consultation with your GP or with our practice nurse. If you do not wish for pathology results to be uploaded to your record, please inform your GP.

AI Transcription:

Your doctor may use AI Transcription during your consultation. This is a secure method of transcription to allow your GP to focus on your health concerns. No recording is taken. For more information, please review our privacy policy.

Your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the 13 National Privacy Principles under the Privacy Act 1988 available at <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act>

Access to your medical records:

You have the right to access your medical record under the NSW Health Records and Information Privacy Act 2002. Requests are to be made directly with your GP. Your GP may decline your request based on a number of factors.

Patient Feedback:

If you have any feedback, we would like to hear about it. Please feel free to talk to your Doctor, Practice Manager or any staff member.

We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies. If you're not satisfied with our response, you can contact the commission directly.

Health Care Complaints Commissioner

Locked Bag 18, Strawberry Hills NSW 2012.

Phone: (02) 9219 7444 or Email hccc@hccc.nsw.gov.au