

Philosophy

The doctors and staff at East Hills Medical Centre strive to provide high quality healthcare in a friendly and caring environment. We have a strong focus on family health care, and preventative care.

Contact Details:

Address - Shop 1/17 MacLaurin Avenue, East Hills

Phone - 02 97733676

Fax - 02 97733884

Email - info@easthillsmedical.com.au

Website - www.easthillsmedicalcentre.com.au

Facebook - [www.facebook.com/East Hills Medical Centre](https://www.facebook.com/EastHillsMedicalCentre)

Opening Hours - Monday - Friday 8:30am to 6:00pm

Saturdays - 9:00am to 2:00pm

Sundays - 9:00am to 2:00pm

Public Holidays – Closed

Doctors

Dr Sajid Siddiqi MD, DFFP, MRCP, FRACGP

Staff

Farhat Siddiqi - Practice Manager

Lisa O'Connor - Senior Receptionist

Carol Nguyen - Receptionist

Lina Khaertdinova - Receptionist

Nurses

Joanne Lee

Chrystel Orca

Harleen Kaur

Practice Information



After Hours Care

For **EMERGENCIES**, please proceed immediately to

Accident & Emergency at Bankstown Hospital, Eldridge Road, Bankstown (ph. 97228262),

Accident & Emergency at Liverpool Hospital, Corner of Elizabeth and Goulburn Street, Liverpool (ph. 87383000),

or **call 000 for an ambulance.**

NON-URGENT medical attention after hours, please call National Home Doctors services at 137425. This service provides home visits to East Hills Medical Centre patients and is a bulk billed service to valid Medicare and DVA card holders.

Telephone Calls - Patients are usually required to make an appointment to speak with their doctor. However, patients may leave a phone message and where appropriate the doctor will return the call. Alternatively, a practice staff member may call to advise you the doctor has requested you make an appointment. Urgent calls will be put through to your doctor when appropriate.

Website - www.easthillsmedicalcentre.com.au

Email - East Hills Medical Centre has an email address that patients can use to send through simple communications to their doctor or practice staff. The email address is info@easthillsmedical.com.au. We make every effort to keep your information secure, we remind our patients that electronic communication and information can potentially be compromised and accessed by persons outside of our centre. Patients communicating with EHMC through email do so at their own risk. Emails should never be used for urgent or emergency situations. Emails are not treated as an urgent form of correspondence and a response will take a minimum of 48 or more hours. For urgent or priority communication with East Hills Medical Centre please call our team on 02 97733676.

Facebook - Keep up to date with all that is happening at EHMC by following our page at [www.facebook.com/East Hills Medical Centre](https://www.facebook.com/EastHillsMedicalCentre).

Scripts & Referral - It is important that you see your regular doctor for your scripts and referrals. However, you may be able to book appointment with our GP to organise your repeat script or referral.

Appointments - At EHMC, we like to keep our waiting times to an absolute minimum. Please assist your doctor in achieving this by making an appointment before you come to the practice. It is best to call the practice as soon as you know you need an appointment so that you can get the time that is most suitable for you. You can attend EHMC without an appointment for urgent medical problems and once triaged by one of our practice nurses, your doctors will do their best to see you as quickly as possible. Appointments are available between 8.30am and 6.00pm Monday to Friday, 9.00am to 2.00pm on Saturdays and Sundays. If you require a longer appointment to discuss more than one issue, an appointment for more than one person, a medical, or multiple appointments, please discuss

Practice Information



this with reception when you arrange your appointment. Please note that if you require a further appointment after you have seen your doctor it is always a good idea to book this before you leave the practice.

Online Appointments - You can now book your appointment with EPMC online. Simply go to the EPMC website (www.easthillsmedicalcentre.com.au), click the link in the top right corner and follow the prompts.

Cancellations - If you are unable to attend your appointment, we would appreciate to cancel so that we can offer the appointment to someone else.

Billing Information - EPMC is a bulk billing practice. Bulk Billing is provided for all patients who have a valid Medicare or DVA Card. All overseas students and visitors holding a valid Health Fund card will have no gap fee and Health Fund will be charged directly. Any workover or insurance claim would be charged privately directly to the insurer. Any private consultation will incur a consultation fee. Please enquire the consultation fee from the reception Staff at the time of booking. We accept all cards for payment. Fees must be paid at the time of the consultation. Vaccines are privately billed, except for those patients eligible for the government funded vaccines.

Parking -Parking is available on MacLaurin Avenue. Disabled parking is also available in this parking area.

Pathology - Blood collection services are available between 8:30 – 5:00pm Monday to Friday and 9am-1pm Saturdays. Patients do not need to make an appointment for this service if you have a valid pathology form with you on arrival.

Test Results In most cases, you must book an appointment to get your test results, not request them over the phone. Please call the surgery after three days to see if your results are back and to make an appointment. Please note some results may be given over the phone but only by your regular doctor.

Feedback & Suggestions - We welcome any feedback, suggestions or complaints that you may have. We ask that you express them in writing and either post them or fax them to the medical centre. You may also leave them in the suggestion box located at reception or email to info@easthillsmedical.com.au If you have a complaint about your care, you may also contact:

Health Care Complaints Commission (HCCC)

Telephone: (02) 9219 7444 / 1800 043 159 (Toll Free in NSW)

Web: www.hccc.nsw.gov.au

Practice Information



Home & Nursing Home Visits - The Doctors are available for home visits and local nursing home visits if you are disabled, or your condition prevents you from attending the surgery. To check your eligibility for this service please call EHMC. This is a privately billed service.

Interpreter Services - If you or your family require an interpreter, we can organise this for you. Please let us know when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service on 131 450 directly. If you are hearing impaired and require an AUSLAN interpreter, we can also organise this for you

Recall / Reminder System - Our practice is committed to preventative care. We send out regular recalls and reminders, including SMS recalls and reminders, for preventative health measures such as pap smears, blood pressure checks and childhood immunisations.

Management of Your Personal Health Information - Your medical record is a confidential document. It is the policy of this surgery to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. All members of staff at this practice have signed a confidentiality agreement. If at any time you wish to access information in your health record, please call reception and leave a message for one of our clinical team who will facilitate this for you. If you wish to transfer your health records from a previous practice you attended, reception can provide you with a form that authorises the transfer of your records to EHMC.

SERVICES PROVIDED

Minor Surgery and skin lesion excision - This centre is fully equipped with the latest equipment and sterilised instruments. Our doctor does skin clinic every other Thursday 8:30 – 12:30. It is important to specify that surgery is desired when making your long appointment.

Travel Medicine - The doctors at EHMC can provide you with advice on travel health issues and recommend any vaccines that may be needed for your trip. If you would like to visit EHMC for Travel Health advice, please ask reception for a long appointment and email a copy of your itinerary prior to your visit.

Services Available – Counselling, ECG's, Family Medicine, Flu Vaccinations, Immunisations, Minor Procedures, Pathology Tests, Travel Medicine, Women's Health, Men's Health, Skin Cancer check-ups, Cervical Cancer Vaccines, Antenatal Care, Blood Pressure Checks, Dressings, Chronic Disease Management, such as Diabetes and Asthma. We ensure that patients and their families are equipped with the skills and knowledge to self-manage their Chronic Disease, Health checks and Aboriginal Torres Strait Islander Health checks. Please speak to our reception team for more information or to check your eligibility for these services.

Iron Infusion:

We are bulk-billing medical centre however there will be an out-of-pocket cost for this procedure, and it will not be bulk-billed. If you are registered with Medicare, you will be eligible for a Medicare rebate. The out-of-pocket cost to you is the payment difference

Practice Information



between our fee and the Medicare rebate. You are also responsible for the cost of purchasing the script of FERINJECT® from your local pharmacy. If you are registered with Medicare the cost for FERINJECT® is the standard Pharmaceutical Benefits Scheme (PBS) script fee.

We aim to provide the best quality medical care and this level of service will incur a gap or out of pocket payment. This payment is the difference between our fee and the Medicare rebate.

	Item Number	Fee	Patient Rebate	Out of pocket expense
Iron Infusion fee	36 + FAC (facility fee)	\$150.00	\$75.75	\$74.25
FAC (Facility fee) Is a procedure room fee	44 + FAC (facility fee) This fee may only apply if the GP requires to undertake a longer consultation.	\$190.00	\$111.50	\$78.50
	Ferinject® 500mg/10ml (2 vials)	Your standard PBS script fee at pharmacy		