

## AFTER HOURS

The practice provides 24-hour care for patients. The working hours are covered by the doctor who is at the practice. After hours is provided by Sydney Medical Services. If you ring 87460057 or 87246300 during afterhours (6 pm to 8 am on week days, 12.30 pm Saturday to 8 am Monday, and on public holidays) you will be answered by the service and a doctor will visit you. If there is emergency situation please call 000.

## APPOINTMENTS

Please ring 8746 0057 for an appointment. Every effort will be made to accommodate your preferred time and GP. Patients can also make online appointments via practice web site or health engine. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away for an emergency.

Longer consultation times are available upon request. Please inform reception staff when booking an appointment. If you or a family member requires an interpreter, contact the receptionist. For emergencies we use telephone interpreters. Our Practice website is [www.aiyamedical.com](http://www.aiyamedical.com)

## TELEPHONE ACCESS

If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. Your call will be triaged by reception staff if it is an emergency.

## PATIENT PRIVACY NOTICE

Our practice is committed to providing quality health

care and services. Our practice collects your personal information to ensure you receive the highest standard of care and service. Our Practice protects your health information by complying with State and Federal Privacy Legislation.

## SERVICES PROVIDED

- Family medicine, Annual health checks
- Children's health
- Men's health
- Women's health
- Family planning, Cervical screening, Pregnancy tests, Antenatal care
- Pain Management
- Blood Tests, Vaccinations, Skin check, ECG (Heart check).
- Minor surgery-suturing injuries, removal of moles and sunspots, liquid nitrogen freezing therapy for sunspots and warts
- WorkCover
- Mental Health and counseling
- Home visits and Nursing Home visits
- On site Pathology Services

### Female Doctors

Dr. Ranjini Krishna, General Practitioner  
MBBS, FRACGP, DCH

Available on working days (except Wednesdays) and Saturdays

Dr. Shanthini Tambimuttu, General Practitioner  
MBBS, FRACGP

Available on alternate Saturdays

Dr. Suvithini Somasundaram, General Practitioner  
MBBS, FRACGP, DCH

Available on Mondays, Wednesdays and alternate Saturdays

### Male Doctors

Dr. Sittampalam Ragavan (Raga), General Practitioner, MBBS, FRACGP, FACRRM, MPraxMed (Medunsa), DTM&H(Wits), DipPEC(SA), DHSM(Wits), DPH (Wits)

Available on Mondays, Tuesdays, Thursdays & Fridays.

## MEDICAL RECORDS

The Surgery is fully computerised.

- All medical records are stored in a dedicated computer on site at the surgery.
- Access to the records site is strictly controlled by means of passwords and authorization by the doctors in the Surgery
- No records are allowed to leave the surgery in any form without the patient's consent

## HOME AND OTHER VISITS

Home and Nursing home visits are available at the doctors' discretion and to regular patients of this practice whose condition prevents them attending the practice.

## REMINDER SYSTEMS

Our practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care e.g. Cervical screening. If you do not wish to be part of this system, please let your doctor or the receptionist know.

## FEEDBACK

We encourage our patients to provide feedback by filling a form which is available with reception staff.

## CULTURAL IDENTITY

Doctors encourage self-identification of patients cultural and ethnic background.

This assists us in providing respectful and tailored healthcare appropriate to patient needs

## MANGEMENT OF 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 the staff.

## GETTING THE RESULTS OF ANY TEST OR PROCEDURE

Your doctor will advise you when they expect results to arrive at the practice. Results are not given over the phone or by reception staff. Patients are advised to make an appointment to discuss their results. The doctor may need to contact you to discuss urgent results.

## PRIVATE VACCINE

We encourage our patients to purchase private vaccines immediately prior to consultation and give them to reception upon arrival.

## FEES AND BILLING INFORMATION

The GPs at this practice bulk bill all patients with Medicare and Veterans. If no Medicare card is available, discuss fees with reception staff. Fees are

payable at the time of consultation by EFTPOS or cash. The AMA Fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery. If you have any difficulty in paying our fees, please discuss this with us.

## PATIENT RIGHTS

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or use our Suggestion Box kept at reception. All complaints are taken seriously, and you can remain anonymous if you wish. Complaints can also be made to the NSW Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills, NSW 2012.  
Ph:1800043159 (Toll Free)

## TELEPHONE, EMAIL AND SMS

Our Practice only communicates with patients via telephone. Our practice does not communicate with patients via electronic means including email, facsimile and Short Message Service (SMS)

## AUSTRALIAN GENERAL PRACTICE ACCREDITAION LTD (AGPAL)

We are an Accredited Practice

AiyaMedical Centre  
2 - 4 Station Street  
Homebush NSW, 2140  
Ph. 02 8746 0057  
Fax. 02 8746 0076

Practice Hours  
Monday to Friday:8.00am - 6.00pm  
Saturday: 8.00am - 12.30pm

Review date: 15<sup>th</sup> June 2019



**AIYA**  
Medical Centre



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*Saturday: 8.00am – 12.30pm*

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After Hours: 02 87460057  
02 87246300