



## **PRACTICE INFORMATION SHEET**

**32 Tallawong Ave. Blacktown NSW 2763**

Phone: 02 8822 7489

Fax: 02 8088 6589

After Hours: 1300 HOME GP or 1300 4663 47

### **Our doctor:**

Dr Bhadresh Patel (Principal GP & Owner)

### **Practice Hours:**

Monday to Friday 8:30am to 5:30pm

Saturday 8:30am to 1pm

Sunday & Public holidays Closed [ Please check our website for change of hours as some public holidays centre may be open]

### **Inhouse pathology Hours:**

Monday to Saturday 9am to 1pm

### **After Hours Phone:**

1300 HOME GP or 1300 466 347 – In an emergency, ring 000 for an ambulance. After hours  
Phone: 02 8724 6300

### **Appointment type:**

We offer various appointment as below.

- Standard consultation
- Long consultation
- Flu vaccine
- Child immunisation
- Work cover/ CTP claims

- Iron infusion
- Wound dressing / Review
- Telehealth appointment
- Pregnancy Consult

#### **Practice Fees:**

WE ARE BULKBILLING PRACTICE. Patients who have valid Australian Medicare cards are bulk billed. Patient who does not have valid Medicare card but have Valid Australian Private Health Care we offer consultation fees same as Medicare item number. Which means NO OUT-OF-POCKET COST FOR PATIENT.

Patient Who does not have valid Medicare card or Valid Australian Private Health Care Card they need to pay consultation fees - \$50 minimum to \$100 or more [depend upon length of consultation.

Practice fees are same for face 2 face or telephone consultation.

**Any additional fees charged to patients will be communicated by reception staff prior to fulfilling requests or confirming appointments**

#### **Appointments:**

The Practice prefers to run by appointments which are made at 15-minute intervals. Please advise our receptionist if you require a longer consultation time or book a long appointment on our HotDoc Bookings app.

#### **Preferred GP:**

When making an appointment we encourage you to request your preferred doctor and will endeavour to accommodate you. In the case of an emergency please understand that you may be unable to see your preferred doctor but be assured that another doctor will have full access to your medical file.

#### **Home Visits:**

Home Visits are available at the discretion of the Doctors.

#### **Reminder System:**

Our Practice is committed to preventative care. Unless you specify otherwise, you will be registered to receive a reminder notice regarding health care services appropriate to your care through our HotDoc app.

**Cultural Background:**

The Practice encourages patients to advise their doctor of their cultural background. This assists our Practice in providing you with the utmost quality care, and to provide any resources that may be available to assist in your treatment.

**Translation Services:**

Our Practice welcomes patients from all cultures and backgrounds. If language is a problem, we encourage you to bring a member of your family who speak English or we can organise a translator if given prior notice of before your appointment. Translating and Interpreter Service (TIS). Phone: 1300 575 847. Doctor at this Practice speak English, Hindi, Gujarati.

**Medical certificates & Specialist referrals:**

We are NOT PERMITTED by law to backdate medical certificates and referrals.

**Request for Personal Health Information:**

Patients can access their health information. An appointment can be made with the doctor of your choice to discuss this request.

**Waiting Time:**

Nobody likes to be kept waiting. Despite our best intentions, we sometimes run late. This is because we have experienced an unexpected emergency or we may be dealing with a consultation that is taking longer than expected. Be assured that when it comes to your consultation time with the doctor, they will give you the time needed. Thank you for your consideration and support.

**Patient Identification, Emergency Contact & Next of Kin Details:**

We will confirm your identification at each contact with the Practice, this is to ensure we have your up-to-date information and to ensure it is your Health Record that is opened and not a patient with a similar name or date of birth. This is NOT because we do not know you, it is to ensure we connect you with your correct health record and to maintain the privacy of your information and entries in our Practice. We will also ask you to confirm your nominated Next of Kin & Emergency Contact Details. The reason for this is, in the case of an emergency or urgent contact being necessary, we can contact those you have nominated, should we not be able to contact you.

**Medical Services:**

Check-ups, family planning, antenatal, asthma, diabetes, heart check, vaccinations, driving medicals, travel vaccines, wound management and mental health care are some of our services offered.

**Privacy:**

Your medical record is a confidential document. It is the policy of this practice to always maintain the security of your personal health information.

Life Line Family Doctors abides by the Privacy Act 1988 incorporating 13 Australian Privacy Principles (APPs) and the relevant health records legislation. Life line Family Doctors' Privacy Policy is available to view on our website <https://www.lifelinefamilydoctors.com.au/>

**Phone Calls:**

Telephones are available during the opening hours. Monday to Friday 8:30am to 5.30pm. Saturdays 8:30am to 1pm. A message will be taken if the doctor is with a patient, and your call returned at the earliest opportunity. If your call is an emergency, you will be triaged by our nurse, who will then contact the doctor immediately.

**Emails:**

Due to privacy issues no medical information or results will be forwarded via email. We also do not send or respond to emails from our patients.

**Feedback:**

Please ask to complete our 'Patient Feedback' form available at the Reception Desk. This is completely confidential and helps us to improve our services. If you feel your complaint has not been addressed appropriately, please feel free to contact the Health Care Complaints Commission.

**The Commission's address and contact details are:**

Level 13, 323 Castlereagh Street, Sydney NSW 2000 Ph: (02) 9219 7444 Fax: (02) 9281 4585  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)