

PRACTICE INFORMATION SHEET

Merindah Medical Centre

GU1 40, Merindah Road, Baulkham Hills NSW 2153

Tel: (02) 9624 9222 Fax: (02) 9624 9200 E: info@merindahmedicalcentre.com.au

W: www.merindahmedicalcentre.com.au

Practice Hours:

Monday – Friday 8.30am to 5.30pm

Saturday 9.00am – 1pm

After-Hours Contact **Sydney Medical Service** on (02) 8724 6300

If there is an emergency, please contact 000

Our Practice:

Merindah Medical Centre strives to provide the best health care service to the community, best working environment to staff and provide space for creativity in research and learning.

Merindah Medical Centre is owned and managed by GP's. It is a family-oriented practice delivering quality healthcare services for the local community. Our doctors are well experienced with a number of sub-specialty interests.

We are committed to improving the happiness and wellbeing of our patients, integrating current knowledge of curative science with compassion and kindness. We are a young practice with aspirations to be the best medical practice in the Northwest corridor.

Appointments:

Appointments can be made by calling our practice on 02 9624 9222, or you can book online through our website: www.merindahmedicalcentre.com.au. Our standard appointment length is 15 minutes. If you require a longer appointment or would like to book appointments for more than one member of the family, please advise reception when booking. We accept walk-in appointments, but priority will be given to those patients with pre-booked appointments. We make every effort to keep our appointments running on time, but if an urgent situation arises, it will be dealt with as a priority. We thank you in advance for your understanding.

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Doctors and Medical team:

Dr Delakshe Sentheeran MBBS FRACGP – Female

Dr Smita Joshi MBBS, FRACGP – Female

Dr Prakash Bandgar MBBS, FRACGP – Male

Dr Savithri Herath – MBBS, FRACGP – Female

Dr Evan Jay – MBBS, FRACGP – Male

Dr Karina Jain – MBBS, FRACGP - Female

Sharon Aguas – Psychologist – Female

Anna Jia – Dietitian - Female

Pooja Shankar – Practice Nurse

Marilou Bendian – CDM Nurse

Reception team

Soundarya Sathasivam – Practice Manager

Jacinta Rotunno – Receptionist

Keisha Khosla – Receptionist

Sophie Whitton – Receptionist

Georgia Sassine – Receptionist

Jennifer Sassine – Receptionist

Olivia Sciberras - Receptionist

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Care Outside Normal Hours:

While we do not routinely carry out home visits, our doctors will consider requests for home visits/nursing home visits for regular patients of the practice on a case-by-case basis.

Please provide our reception staff with as much information as possible, and they will pass the message on to the doctor on duty to deal with at their discretion.

Please note: these visits will only be carried out:

- When it is deemed safe for our doctors to do so;
- When the patients' condition or circumstances prevent them from travelling to the practice;
- At the discretion of the doctor on duty.

Outside of normal practice hours, please call Sydney Medical Services on 02 8724 6300, to book an afterhours home visit or visit their website <https://www.sydney.com.au/> for more information. **In the event of an emergency, please dial 000.**

Services Available:

| | |
|---------------------------------|---|
| -Children's Health/Vaccinations | -Senior's Health |
| -Women's Health | -Work Cover/Workers Compensation |
| -Diabetes Management | -Asthma Management |
| -Mental Health Assessment | -Pre-employment Executive Health Checks |
| -Travel Medicine | -Weight Management |
| -Acupuncture | -Dietitian |
| -Sports Medicine | -Vaccinations |
| -Iron Infusions | -Minor Emergencies |
| -Blood Tests | -Male and female doctors available |

Management of your Personal Health Record:

At Merindah Medical Centre, we follow the OAIC Australian Privacy Principles as detailed here: <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles> Any information contained in your health record is confidential and is only available to authorised staff. A copy of our Privacy Policy is located at Reception.

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Communication with your doctor:

Our reception team will be happy to take your telephone message and pass it on to the doctor, who will deal with it as soon as they are available to do so. Please be aware that our doctors can conduct consultations, provide referrals, or provide prescriptions over the telephone adhering to current Medicare regulations one of which is you have to be known and registered with the practice within the last 12 months. To ensure your privacy, our staff will not send results/medical correspondence by email until it has been discussed with your doctor and you have provided permission.

Test results:

Your doctor will advise you of when they expect your test results to arrive back and it is recommended the patient book a follow up appointment to discuss the results. A member of our practice team will contact you to let you know when they are back if your results are urgent, so that you can book an appointment with your doctor. We may send reminders by SMS regarding your test results and reports – please let Reception know if you wish to opt out of receiving these reminders.

Reminders:

We may send SMS reminders or letters offering preventative services appropriate to your care and circumstances, please let Reception know if you wish to opt out of receiving these reminders.

Fees and Billing:

Merindah Medical Centre is a **Mixed Billing** practice. Consultations Monday – Friday will be bulk billed for patients with a valid Medicare card. Consultations on a Saturday and Public Holidays may incur an out-of-pocket fee as per the fee schedule below. Patients without a Medicare card will also be required to pay privately as per the fee schedule below. Our practice also charges an additional fee for Iron Infusion and Flu Vaccines. Please refer to the table below.

Saturday Fees before 1pm

Patients 16 years and under, Pensioners, Centrelink Concession and DVA Card holders will be bulk billed.

| Type of attendance | Patient Cost |
|--------------------------------|--------------|
| Standard consultation (<15min) | \$75 |
| Long consultation (>15min) | \$125 |
| Telehealth Consults | \$75 |

Weekday Walk in Fees

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Patients 16 years and under, Pensioners, Centrelink Concession and DVA Card holders will be bulk billed.

| Type of attendance | Patient Cost |
|--------------------------------|--------------|
| Standard consultation (<15min) | \$75 |
| Long consultation (>15min) | \$125 |

Weekday private billing fees: Monday – Friday

| Type of attendance | Patient Cost |
|--------------------------------|--------------|
| Standard consultation (<20min) | \$75 |
| Long consultation (<40min) | \$125 |
| Telehealth Consultation | \$75 |
| Walk-ins | \$75 |

After hours private billing fees: Saturday after 1pm and Public Holidays

| Type of attendance | Patient Cost |
|--------------------------------|--------------|
| Standard consultation (<20min) | \$85 |
| Long consultation (<40min) | \$135 |

Other Costs

| Type of attendance | Patient Cost |
|---|------------------------|
| Iron Infusion | \$230 |
| Flu Vaccine | \$20 |
| Toe Nail Removal | \$100 |
| Ingrown Toe Nail Removal | \$250 |
| Mirena Removal | \$100 |
| Implanon Insertion | \$100 |
| Implanon Removal | \$150 |
| Medical Reports that cannot be bulk billed | Dependent on report |
| Procedures | Dependent on Procedure |

Payments

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Full payment of fees is required following your consultation.

We accept EFTPOS, cash and credit cards. Where a Medicare rebate is payable, we can give you the Medicare form required to claim your rebate back.

Medicare rebates will vary between weekdays and weekends. Our staff can tell you what rebate is available at the time of your appointment.

****Please note, some of our GP's provide services which are privately billed with no Medicare rebates available****

Translating Services:

Please advise our reception team in advance if you require free interpreting services from the Translating and Interpreting Service (TIS) and we can arrange this for you.

Feedback and Complaints:

We also accept written complaints through Reception which are documented, and these complaints will be followed up by the Practice Manager/Manager/Principal Doctor.

Merindah Medical Centre aims to provide you with the best possible healthcare and service at all times. If you have any complaints, feedback or suggestions, please fill out a suggestion form, available in the reception area, or ask to speak to our Practice Manager.

If we are unable to resolve your complaint to your satisfaction, you may wish to contact the NSW Healthcare Complaints Commission:

Locked Mail Bag 18

Strawberry Hills

NSW 2012

Email: hccc@hccc.nsw.gov.au

Tel: 1800 043 159