

# PRACTICE INFORMATION SHEET

## Merindah Medical Centre

GU1 40, Merindah Road, Baulkham Hills NSW 2153

Tel: (02) 9128 3455 Fax: (02) 9128 3453 E: [info@merindahmedicalcentre.com.au](mailto:info@merindahmedicalcentre.com.au)

W: [www.merindahmedicalcentre.com.au](http://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 9128 3455, or you can book online through our website: [www.merindahmedicalcentre.com.au](http://www.merindahmedicalcentre.com.au). We use HotDoc as our online booking platform. Patients can also book appointments through the App  by creating a user account.

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.

# PRACTICE INFORMATION SHEET

## Team Members

### Clinical 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

Saskia De Silva – Receptionist

Shanu Supaneshan - Receptionist

Jennifer Sassine – Receptionist

Imelda McDaniel – Receptionist

Raquel Bergmann - Receptionist

# PRACTICE INFORMATION SHEET

## 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.sydmed.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.

## 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

Document title: Practice Information Sheet  
Reviewed by: Practice Manager  
Effective Date: 22/06/2026  
Next Review Date: 22/06/2027

# PRACTICE INFORMATION SHEET

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 **Bulk Billing** practice. Consultations Monday – Saturday will be bulk billed for patients with a valid Medicare card. 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 some procedures and private flu vaccines. For more information on procedure fees, please contact our reception team.

# PRACTICE INFORMATION SHEET

## FEES AND CHARGES JANURARY 2026

Merindah Medical Centre is a **BULK-BILLED** practice  
 Patients **without a Medicare card** will be required to pay privately as per the fee schedule below

### Private Day Billing Rates Monday to Friday (8am-8pm)

Medicare Item #	Type of Attendance	Patient Cost (Weekdays)
3	Surgery consultation, Level A	\$50
23	Standard consultation, Level B (<20min)	\$80
36	Long consultation, Level C (>20 min)	\$135
44	Surgery consultation, Level D (>40min)	\$180
91891	Phone consultation by a GP	\$80

**Private After-Hours Billing Rates and rebates: After 8pm Mon –Fri, after 1pm Saturday and all Sunday and public Holidays**

Medicare Item #	Type of Attendance	Patient Cost (Weekdays)
5020	Standard consultation, Level B (<20min)	\$90
5040	Long consultation, Level C (>20 min)	\$145
5060	Surgery consultation, Level D (>40min)	\$190
91891	Phone consultation by a GP	\$90

### Other Costs

Type of attendance	Patient Cost	Rebate
Iron Infusion	\$230	N/A
Flu Vaccine	\$20	N/A
Toe Nail Removal	\$100	\$56.05
Ingrown Toe Nail Removal	\$250	\$168.10

Document title: Practice Information Sheet  
 Reviewed by: Practice Manager  
 Effective Date: 22/06/2026  
 Next Review Date: 22/06/2027

## PRACTICE INFORMATION SHEET

Venesection	\$150	\$72.35
Antenatal visit ( Dr Joshi)	\$75	\$46.75
Fitness Drive Assessment	\$200+GST	N/A
Pre-employment Certificates	\$250+GST	N/A
Laceration – Requires sutures	Dependent on Procedure	

**Please note:** Billing is at the instruction and discretion of the medical centre Policy and the GP; it's not

decided by the reception. Any payment is an issue, please discuss with your GP at the end of your consultation. Reception will be notified at the end of the consultation on what to bill.

### **PAYMENTS:**

Full payment of fees is required following your consultation. We accept EFTPOS, Cash, Credit cards

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

### **Appointment Cancellation and Non-Attendance Fee**

#### **Appointment Cancellation**

- We understand that plans change and appointments need to be rescheduled or cancelled. Wherever possible, we ask that scheduled appointments be cancelled at least 4 hours before the appointment time.
- Our team of health professionals want to be available for the needs of you and all our patients. Providing 4 hours' notice allows us to offer your appointments to other patients who may need to see doctor urgently.
- When a patient does not show for a scheduled appointment, it means that patient loses an opportunity to be seen. In an attempt to avoid this, we have a non-attendance policy.

#### **Non-Attendance Policy**

- With first appointment of non-attendance, we ask that you please remind yourself of our non-attendance policy and the potential fee that could incur following a second missed appointment.
- Following a second non-attendance a fee of \$40 - \$60 will be applied to your account (at the discretion of management). Once this fee is paid you will then be able to book further appointments.

### **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.

# PRACTICE INFORMATION SHEET

## 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](mailto:hccc@hccc.nsw.gov.au)  
Tel: 1800 043 159