

## HOME VISITS

Home visits may be available to regular patients whose condition prevents them from attending the practice. You will be privately billed for a home visit.

The practice offers telehealth appointments for existing patients who are unable to attend the practice.

## TELEPHONE CALLS

Your doctor is available for a telephone consult during opening hours booking is essential and a fee applies. In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to a clinical staff member for triage.

## COMMUNICATING VIA EMAIL

Please note this practice does not use emails to communicate with patients. If you need to speak to us, please phone the practice during our opening hours.

## MANAGING YOUR PERSONAL HEALTH INFORMATION

Your health record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask for our Patient Privacy Brochure for further information on your privacy.

## FEE STRUCTURE

Mittagong Healthcare Centre bulk bills patients who hold a current Medicare Card. Patients who do not hold a Medicare Card will be privately billed - a Schedule of Fees is on display at reception.

Pre-employment Medicals and Commercial Driver's Licence Medicals will attract a fee.

## WAITING TIMES

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment. Please present to reception with your Medicare Card on arrival – we will advise you of any delays.

## GENERAL PRACTITIONERS

**Dr Rabia Azhar** MBBS

General Medicine

**Dr Ferdous Khalid** MBBS

General Medicine

**Dr Athar Khan** MBBS

General Medicine

**Dr Nimaldev Kingston** MBBS FRACGP

General Medicine

**Dr Aye Kyaw** MBBS

General Medicine

**Dr M.D. Sower Hussain** MBBS

General Medicine

**Dr Elmira Najafi** MBBS

General Medicine

**Dr Htun Oo** MBBS

General Medicine

**Dr Jesica Rahman** MBBS

General Medicine

**Dr Ruksana Chowdhury** MBBS

General Medicine

**Dr Subhasis Talapatra** MBBS DAME

Skin Cancer & General Medicine

**Dr Rashidul Hassan** MBBS

General Medicine

**Dr Kai Zhang** MBBS

General Medicine

**Dr Nalina Sasikesavan** MBBS

General Medicine

**Dr Shazia Jehanzeb** MBBS

General Medicine

**Dr Malcolm Anto** MBBS

General Medicine

**Dr Ahmed Mourtada** MBBS

General Medicine

**Dr Akhwan Farooq** MBBS

General Medicine

**Dr Salman Mansoor** MBBS

General Medicine

Mittagong

Healthcare  
Centre

P: 02 4872 3933

## OPENING HOURS

Monday-Friday: 8:00am-8:00pm

Saturday: 8:00am-5:00pm

Sunday: 9:00am-5:00pm

\*Public Holidays: 9:00am-5:00pm

(\*Closed Christmas and New Year's Day)

## APPOINTMENTS

We run by an appointment system to minimise your waiting time; however urgent cases will be seen on the day. A routine appointment is 15 minutes.

Appointments can be made online via our website: [www.mittagonghealthcarecentre.com.au](http://www.mittagonghealthcarecentre.com.au).

Walk-in appointments are available and will be triaged accordingly.

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment.

If you require a longer appointment, please discuss this with the receptionist when booking your appointment.

We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

## AFTER HOURS

For after-hours assistance please phone the Southern Highlands GP After-Hours Service:

**02 4861 6433**

You will be informed if fees apply.

For urgent medical attention please call **000**

## OUR SERVICES

- Health Checks
- Women's Health
- Men's Health
- Children's Health
- Senior's Health
- Sexual Health
- Implanon insertion and removal
- Cryosurgery
- Minor Procedures
- Skin Checks
- Immunisation
- Flu Vaccination
- Antenatal Shared Care
- Weight Management
- Chronic Disease Management
- Mental Health Care Plans
- WorkCover
- Driver's Licence Medicals
- Pre-employment Medicals

## SCRIPTS

If you need repeat scripts, we ask that you present to the centre to see your doctor so that the medical condition for which the scripts are written can be checked.

## INTERPRETER SERVICES

### National Relay Service (NRS)

*Phone access service for people who are deaf or have a communication impairment*

Phone: 133 677

### Translating and Interpreting Service (TIS)

*For patients who require an Interpreter*

Phone: 131 450

### Auslan Services

Auslan Interpreters  
1300 287 526

## CANCELLATIONS

If you are unable to attend your appointment, please contact the practice at least four hours before the appointed time so we can re-book the appointment and make another appointment for you. Failure to cancel your appointment may incur a fee.

## TEST RESULTS

Your doctor will advise you when they expect to get your results back; and you will be contacted if the doctor requests to see you following any tests.

We ask that you make an appointment with your doctor if you wish to discuss your test results.

Please note that our reception staff are unable to give out any test results over the phone.

## PATIENT FEEDBACK

We invite our patients to complete a patient survey on their experience at our practice. These surveys are completely confidential and will help us to improve our services to you.

We take your concerns seriously so please feel free to talk to your doctor, the practice manager or one of the staff members about any problems you may have had with our service.

We believe that problems are best dealt with within the practice. However, if you feel there is a matter you wish to take up outside the practice, you may contact:

Health Care Complaints Commission  
Locked Mail Bag 18 | Strawberry Hills | 2012  
P: 1800 043 159 | E: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## MITTAGONG HEALTHCARE CENTRE

58 Bowral Road

Mittagong | NSW | 2575

P: 02 4872 3933 | F: 02 4872 3931

E: [mittagonghealthcarecentre@outlook.com](mailto:mittagonghealthcarecentre@outlook.com)

W: [www.mittagonghealthcarecentre.com.au](http://www.mittagonghealthcarecentre.com.au)

## REMINDER SYSTEM

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a reminder system for cervical smears, immunisations, blood tests and other preventive health services appropriate to your care.

If you do not wish to be part of this system, please advise your doctor.

## REFERRALS

We prefer to discuss your condition with you before referring to a specialist.

If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist

## COLLABORATING WITH PATIENTS

This practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice.

Doctors and practice staff respect the right of all patients to make investigation and treatment choices.

## MY HEALTH RECORD

My Health Record is a secure online summary of your health information. You control what is uploaded and who has access to your records. This practice can upload your Shared Health Summaries at your request.

## TELEHEALTH

Telehealth appointments via telephone and on occasion via video conferencing are available for patients who are unable to attend the practice. The doctor will ask you to confirm verbal consent for the consultation to take place, your consent will be recorded in your health record along with notes from your consultation.