

# MY DOCTORS BURWOOD MEDICAL CENTRE

## QUATERLY NEWSLETTER- July 2024

85 Burwood Road, Burwood NSW 2134  
Phone: 02 9066 5888

**Our priority is to provide a safe environment for our patients and staff.**

**This newsletter is for your information about the Medical Centre and WELCOME both face to face and Tele-health consultations.**

### Operating Hours

Monday – Friday: 08.00 am to 6.00 pm

Saturday: 09.30am to 6.00 pm.

Sunday & Public Holidays- Closed

### WELCOME NEW PHYSIOTHERAPIST

**Welcoming Daniel Kang to our team – complimenting the medical centre with his specialty in Workers Compensation, Motor Vehicle Injuries, Sports Injury Management & Musculoskeletal Physiotherapy.**

### HOW DO I MAKE AN APPOINTMENT?

Appointments can be made in the following ways.

-Telephone

-Book an online consultation via HotDoc App.

Alternatively, you can contact us via email:

[info@mydrs.com.au](mailto:info@mydrs.com.au)

### WHAT IF I HAVE TO ATTEND THE SURGERY?

If you attend the Medical Centre, you can be assured that we have a strict COVID infection control process in place for your safety.

When you attend, **wearing a face mask is recommended to reduce the risk of infection.**

We are spacing appointment times and seating areas, so there are a limited number of patients

on-site at any one time. Therefore, the Medical Centre staff will be wearing (personal protective equipment (PPE) when they see you.

Before you attend, you will be asked whether you have any 'covid type' of symptoms, i.e., cough, runny nose, sore throat or fever. **If you have any suspected covid symptoms or are instructed by the Public Health Unit to self-isolate, please do not attend and organise a Tele-Health appointment with a doctor.**

### HOW do we care for OUR PATIENTS?

If you have a long-term health condition, the surgery will continue to look after your health issues or chronic conditions. Your Doctor or Nurse will arrange a longer consult/management plan.

### HAVE YOU CHANGED YOUR CONTACT NUMBERS?

You must INFORM US WHEN YOU CHANGE YOUR CONTACT NUMBER. Otherwise, we may not be able to contact you when required.

### PRESCRIPTIONS FOR MEDICATIONS

Please allow 2-4 hours for your scripts to be faxed to the pharmacy of your choice.

Alternatively, you can request the GP to send through the prescription via eRX during the time of your consultation.

### BLOOD TESTS

Laverty Pathology is on-site the following days:

Monday to Friday- 0800am-1500pm

Saturday 09.00 am-12.00 pm

You can also attend another local Pathology Collection Room if you cannot attend the surgery.

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## My Doctors Burwood Road Medical Centre

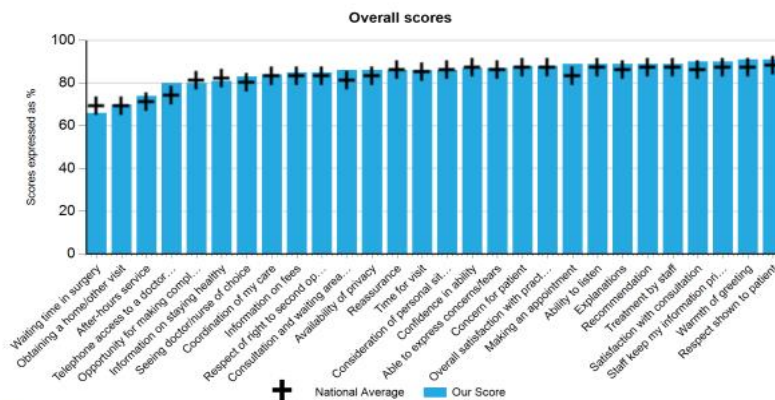
Here are the results of our recent

### PATIENT FEEDBACK SURVEY

*Striving towards  
excellence!*



96%  
of all patient ratings  
about this practice were  
**good, very good or excellent**



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 99 patients in December 2023

## YOUR FEEDBACK IS IMPORTANT TO US

What have you told Us?	What have we done?
Inform the patient if there is a long waiting time?	We have discussed this with the admin team and conducted a training program where patients are informed accordingly.
Access to After-Hours Services	Education & reiteration to all staff & GPs of our After-Hours Service Support. Additionally, display magnets/cards to hand to patients for better awareness.
Discreetly Identifying patients at the Front Reception	Refresher Education to all staff at the front desk to always maintain confidentiality and privacy. To discreetly request a form of photo ID with full details to assist in a non-verbal confirmation.

If you have any suggestions, comments or interesting articles that can be used for the next newsletter  
Please address them to the Practice Manager.