

# My Doctors Glenquarie

## Practice Information

### Opening Hours

**Monday – Friday**

08.00am – 6.00pm

**Saturday**

08.30AM -4.00PM

**Sunday & Public Holidays**

Closed

**Practice Name** My Doctors Glenquarie

**Practice Address** Shop 38, Glenquarie Town Centre,  
14 Brooks Street, Macquarie Fields  
NSW 2564

**Telephone No.** 02 9158 8689

**Fax No.** 02 9198 9507

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

## Our Doctors

Doctor	Languages other than English
Dr Michael Guirguis	English, Arabic
Dr Abdul Matin	English, Bangla, Hindi, Urdu
Dr Naim Sameen	English, Arabic
Dr Quazi Alam	English, Bengali, Hindi

## Allied Health / Specialist

Podiatrist	Mr Abanoub Tawdrous
Physiotherapy	Activ Therapy Physio

## Practice Services:

General Practice/Family Medicine	Health Checks
Occupational Health/Work Cover	Podiatry
Women's Health	Travel Medicine and vaccination
Physiotherapy	Preventative Medicine
Childhood Immunisations, Catch-up Immunisation, Flu Vaccination and others	Skin check and skincare
Health assessments	Minor Surgery
Pathology (Lavery)	

## Consultations

Appointments can be made by calling 02 9158 8689 or by using the online booking service on our website [www.mydrs.com.au/glenquarie-town-centre](http://www.mydrs.com.au/glenquarie-town-centre). Patients may ask to see the Doctor of their choice.

Appointments are made at 15-minute intervals, with longer consultations and procedures being allocated additional time. **Emergency presentations will always be given priority.** Where possible, "walk-ins" are also able to see the Doctor of their choice or the Doctor they saw on the previous visit/s.

## After hours and emergencies

In the event of a major emergency day or night, such as chest pain, breathing difficulties or a major accident, patients should call 000 immediately. When the medical Centre is closed, please telephone our After-hours Service - Sydney Medical Service, on **02 8724 6300**. After-hours service visits are made between the hours of 6 pm and 8 am on weeknights, Saturday and Sunday from 4 pm to 9 pm on weekends and 24 hours public holidays.

## Home Visits

Some Doctors in our Practice are available for home visits for regular patients of our Practice when such visits are considered safe, reasonable and necessary by the Doctor.

## Fees and Billing Arrangements

We offer bulk billing to patients holding a valid Medicare card, meaning no out-of-pocket cost for most general practitioner services. However, fees apply to those patients that do not hold a valid Medicare card and for some consultation types, such as pre-employment medicals and consultations relating to work-related injuries where no Medicare item number applies.

Further information about our private fee structure is available at Reception.

## Electronic Communication

Only used for 'non-sensitive' information. We cannot guarantee the security of email/s.

## Telephone Policy

Unless you call about a medical emergency, your Doctor cannot speak to you whilst consulting with another patient. However, our receptionists will pass on a message, and the Doctor will return the call when time permits. Urgent calls will be taken, and telehealth consultations can be arranged.

## Telehealth

At My Doctors Glenquarie Medical Centre, patients that have attended the medical centre in-person, within the last 12 months, can request for a telehealth consult. The times that this option is available may vary from doctor to doctor.

## Test Results

Your doctor will guide you on when to return to the Centre to obtain all tests and investigations; you will be required to return to the Centre to discuss the results as part of the consultation as these will not be

given over the telephone. Please note that our reception staff do not have access to clinical information and will not assist with requests to provide information relating to medical results. However, if your urgent attendance is required to discuss a result, your doctor will arrange to contact you.

### **Reminder System**

We are committed to preventative care and may send a reminder notice via mail, SMS, or email to preventative healthcare appropriate to your care. If you do not wish to participate, please advise your doctor or a member of our reception team.

### **Patient Health Information**

We must maintain accurate records of your current address and telephone number; therefore, our staff will regularly query you to confirm this information upon your attendance at our Practice.

### **Management of Health Information**

Patients at this Practice have the right to access their personal health information under legislation. This Practice complies with both laws, the Australian Health and Privacy Principles. A patient may make a request verbally at the Practice, via the telephone or in writing. Information will only be released according to Privacy laws and at the Doctor's discretion. Requested records are reviewed by the medical practitioner prior to their release and only when written authority is obtained.

### **Referrals and Engaging with Other Services**

Our Practice engages with local health services, including Specialists, Allied Health Providers and Hospitals. If required, your GP will provide a referral to assist in facilitating optimal patient care and outcomes.

### **Website / Social Media**

Our Practice engages an IT Website consultant responsible for managing and monitoring the practice's website. All posts on the practice's website or social media must be approved by this individual alongside approval from the CEO. The Practice reserves the right to remove any content at its own discretion.

### **Patient Feedback**

We value feedback on our Practice; please feel free to speak to your Doctor, our Practice Manager or any member of our team; if you would like to lodge a more formal complaint of a serious nature, please direct these to our Practice Manager, our goal is to address and resolve issues at a local level, however, in need you can direct any complaint to:

### **Health Care Complaints Commission**

Strawberry Hills NSW 2012

Ph.: 1800 043 159 (NSW Toll free) or (02) 9219 7444

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)