

Telephone Access

GP's of the practice may be contacted via telephone during practice opening hours. If the GP is unable to take your call, a message will be taken and you will be advised on when to expect a return telephone call. Emergency telephone calls will always be put through to the GP immediately.

Test Results

All test results are strictly confidential and in order to protect your privacy, this practice does not give results to patients over the telephone.

The doctor will advise you at the time of testing when you can expect your results to return. All urgent results will be followed up with the patient directly.

This practice has a No Smoking Policy.



Patient Rights

If you have a problem with your health care or have had a negative experience when visiting our surgery, we would like to know.

Please feel free to discuss any problems you may have with your doctor or the receptionist. Alternatively you may want write to us or use one of our complaint feedback forms kept at reception.

All complaints are taken seriously and you can remain anonymous if you wish.

Complaints can also be made to the:

NSW Health Care Complaints Commission

Locked Mail Bag 18

Strawberry Hills NSW 2012

1800 043 159 (Toll Free)

Email: hccc@hccc.nsw.gov.au

Marinucci Medical Centre

Practice Information Sheet



Practice Opening Hours

Monday - Friday 8am - 6pm
Saturday - Sunday Closed

Address:

68 Ramsay Street
Haberfield, NSW, 2045
Ph: 9798 4835
Fax: 9798 0714

**After Hours Phone Number:
13SICK or 137 425**

Practice Services

- Chronic Disease Management
- Geriatric medicine
- Referrals
- ECG- heart check-ups
- Family planning
- Pap smears
- Counseling
- Vaccinations
- Skin checks
- Pregnancy testing
- Sports medicine

Fees and Billing Arrangements

All services performed at this practice are bulk billed to patients upon the presentation of a Medicare card. A list of fees for non-Medicare card holders is shown in the reception area.

Appointments

Emergencies will always be given priority and our reception staff will attempt to notify you of any unforeseen delays to your treatment.

Longer consultations are available upon request. Please let the reception staff know when making your appointment or when you arrive at reception that you require a longer consultation.

Care Outside Opening Hours

If you require care outside the normal opening hours, please contact:
13SICK or 137 425

Home Visits

Home visits are available only to regular patients of this surgery in special circumstances at the discretion of the GP. The doctor makes local area house calls in times of emergency and when it is deemed safe for him to do so.

Reminder System

Our practice is committed to providing you with the best preventative care possible. We may issue you with a reminder notice on occasion. If you do not wish to be a part of this system, please let your doctor or practice staff know.

Management of Your Personal Health Information

Your personal health information is collected and used directly in association with your health care. It is a confidential document and it is the policy of this practice to maintain the security of medical records at all times. We will ensure that your information is only available to authorized staff or seek your permission before disclosing it to any third party.

If you have any concerns about your health information privacy, please let your doctor or reception staff know.

Cultural Background and Ethnicity

It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, staff at this practice encourage patients to identify their cultural background and/or ethnicity on their medical record. If you identify with a particular cultural background, please let you doctor or reception staff know.