



## PRACTICE INFORMATION SHEET

**ADDRESS:** Shop 5/169 Annangrove Rd  
Annangrove NSW 2156  
**PHONE:** 02 9679 1889  
**FAX:** 02 9679 1885  
**EMAIL:** mail@annangrovemedical.com.au  
**WEBSITE:** www.annangrovemedicalcentre.com.au

### FEMALE GP's

**DR. FUI LING "EVELYN" KONG**  
MBBS (UNSW) FRACGP

**DR. SINDHU DOMMARAJU**  
MBBS DCH FRACGP

### CONSULTANT PAEDIATRICIAN

**DR ELLEN MANLONGAT**  
MD FRACP

### PRACTICE HOURS:

Monday to Friday: 8:30 am to 6:00 pm\*  
Saturdays: 8:30 am to 1:00 pm  
Sunday & Public Holiday's CLOSED

\*Dependant on GP's availability

### APPOINTMENTS:

Appointments are available:  
Mon-Fri 9.30 am – 5.00 pm  
Saturdays are walk-in only

### Walk-ins Welcome

Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority.

**LONGER CONSULTATIONS:** A standard consultation lasts around 10 minutes and is limited to 1 -2 concerns. Please let the receptionist know if you would like to book a longer appointment.

### EMERGENCIES:

If you are experiencing an emergency, please dial 000 or present to your nearest ED. Please let the receptionist know if you are having chest pains, difficulty of breathing, or suspected of having a broken bone.

### AFTER HOURS/HOME/AND NURSING HOME VISITS

Care outside normal opening hours is available through the National Home Doctor Service by calling 13 74 25. They will also provide home visits and nursing home visits to our regular patients after hours. Any costs that may be incurred will be explained. In an emergency, you will be advised to call 000.

### TELEPHONE & E-MAIL POLICY:

Doctors in the practice may be contacted by phone during normal surgery hours. If the doctor is with a patient, a message will be taken and your call will be returned as soon as possible. If your call is urgent, the doctor will be informed of your call immediately. We are also contactable via email. Any emails for the GP will be forwarded to them or printed for their attention. Emails are checked on a daily basis & answered as soon as possible.

### RANGE OF SERVICES:

As well as routine consultations, the following services are available:

- Women, Child, and Men's Health
- Family Planning, Implanon insertion & removal, cervical screening, pregnancy tests, Antenatal and Postnatal care
- Geriatric and Aged Care
- ECG, Spirometry
- Vaccination: routine, travel, & catch-up
- Enhanced Primary Care Plans (EPC) for Diabetes, Asthma, & many more

### OTHER SERVICES:

We can organise an interpreter if you will need one. We will also contact the Deaf Society (9893 8555) if you need their assistance. Please advise the receptionist so that this can be arranged prior to your visit

### TEST /PROCEDURE RESULTS:

Patients should book a follow-up appointment for your results.

### WHEELCHAIR ACCESS:

Wheelchair access is provided. A wheelchair is available for patients to use in the centre. However, the wheelchair should stay within the premises.

**CAR PARKING:**

Free parking is available around the centre and a disabled parking area is available right in front of the centre.

**FEES**

Annangrove Medical Centre is a bulk-billing practice to all Medicare eligible persons. You can enquire about Private, Medical Reports, third party fees and Allied health fees at the reception.

Patients without Medicare:

\$75.00 – Standard consultation

\$100.00 – Standard long consultation

\$85.00 – After hours standard consultation

\$125.00 – After hours long consultation

Other fees:

\$40.00 – Suture kit

\$10.00 – Large dressing

\$5.00 – Small dressing

(dressings are also available for purchase at the chemist)

**PRIVACY POLICY:**

All information is maintained in a confidential manner in accordance with legislation. **If you would like a copy of our privacy policy, you may request it from reception.**

**NO SMOKING POLICY:**

A “No Smoking Policy” applies to all areas of the centre.

**REMINDER SYSTEM:**

Our practice is committed to preventative care. You will receive reminder notices regarding health care services appropriate to your care. This may be via phone, mail, or SMS. Please advise the practice if you do not want to be included in the reminder system.

**FEEDBACK:**

We always welcome comments and suggestions regarding the care you receive at this centre. Please feel free to talk to our doctors, receptionists or practice manager. You may prefer to write us or use our suggestion box located at the reception desk. You may also like to contact the Health Care Complaints Commission on 1800 043 159. If we are unable to resolve your complaint you are also welcome to escalate the issue to the Health Care Complaints Commission.

**PRIVATE VACCINES:**

Please purchase private vaccines prior to consultation and give the vaccines to the receptionist immediately upon arrival so they may be stored at the required temperature.

**CHANGES TO THE INFORMATION SHEET:**

Annangrove Medical Centre reserves the right to update changes at any time without prior notice.

*Updated 13.10.2022*