

Management of your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 national Privacy Principles available at www.privacy.gov.au/health/index.html.

Smoking policy

This practice has a no smoking policy.



Your rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor, the Centre Manager or the Senior Receptionist. You may prefer to write to us. We take your concerns, suggestions and complaints seriously.

Should you wish to take your complaint further, you can contact:

Health Care Complaints Commission

Ph. 1800 043 159
Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012



Home and other visits

Balance! Springwood Family Practice offers Home visits to regular patients between Winmalee and Falconbridge. Please call the practice to arrange a visit.

Care outside normal opening hours

Balance! Springwood Family Practice uses a GP lead after hour's service. Please call the practice on 4751-1233 to be advised of the number of the on call Doctor.

Telephone access

GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. In an emergency your call will always be put through to a GP or nurse.

Getting Results and Script Renewals

Appointments are required to obtain **ANY** Results, Referrals and Script Renewals. Our receptionists will not be taking any request for any of these items. Your doctor can advise you of when you should make a follow up appointment for these.

Reminder System

Balance! Springwood Family Practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor or one of our receptionists know.



16 Ferguson Road, Springwood NSW 2777
Ph: 4751 1233 Fax: 4751 0550
Book Online: www.balancehealthclinic.com.au

Our Doctors

- Dr Ian Carr-Boyd
- Dr Arshad Merchant
- Dr Viviane Leventhal
- Dr Alex Beaudoin
- Dr Jennifer Daws
- Dr Cecile Dinh
- Dr Derek Browning

Our Nurses

- Leigh-Anne Whitley (RN)
- Virginia O'Bree (RN)
- Lee Chicco (RN)

Our Allied Health Professionals

- Thrive Nutrition – Dietitian
- Hands On - Chiropractor
- Stewart Stubbs – Psychologist
- Shelby McMillan – Podiatrist
- Julia Day – Podiatrist
- Raphael Service
- Olly Zekry – Clinical Pharmacist
- Onsite Pathology

Our Specialists

- Dr Paul Adler – Ophthalmologist
- Dr Satya Singh – Consultant Psychiatrist

Hours of Operation

Monday & Tuesday 8:30am to 7pm
Wednesday 8:30am to 5pm
Thursday & Friday 8:30am to 6.30pm
Weekends 10am to 4pm
Public Holidays CLOSED

Our Administration Team

- Samantha Allen – Practice Manager
- Simone Gregory – Senior Medical Receptionist
- Jennifer McClelland – Medical Receptionist
- Alana Westwell – Medical Receptionist
- Elizabeth Rajewski – Medical Receptionist

Appointments

Please ring - for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time.

**Please notify reception immediately if you require urgent medical attention.
If your condition is life threatening, dial '000' for an ambulance**



Our appointment system can accommodate urgent appointments required on the day.

If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

We would appreciate as much notice as possible if you are unable to attend your appointment. Non-attendance on 3 or more occasions may result in a cancellation fee of \$80.

Consultation Fees

Standard Consultation	\$ 80.00
Long Consultation	\$ 120.00
Pro-Longed Consultation	\$ 160.00

Out of hours Consultation Fees

After 8pm Weekdays, after 12pm Saturday, All day Sunday & Public Holidays

Standard Consultation	\$ 120.00
Long Consultation	\$ 160.00
Pro-Longed Consultation	\$ 200.00

Fees and billing arrangements

Fees are payable at the time of consultation by cash, cheque or EFTPOS.

If you have any difficulty in paying our fees, please discuss this with us.

Services available at Balance! Springwood Family Practice

- General check ups
- Childhood immunisations
- Travel vaccinations
- Wound management
- Pap smears
- Skin checks
- Yellow fever vaccinations
- Men's Health
- Women's Health
- Yellow Fever Vaccinations (Fee's Apply)

Days our clinical team works:

GPs

- Dr Jennifer Daws – Monday – Friday
- Dr Ian Carr-Boyd – Tuesday (AM) & Thursday (PM)
- Dr Viviane Leventhal - Monday, Wed & Fri
- Dr Cecile Dinh – Saturday (Fortnightly)
- Dr Arshad Merchant – Mon, Thurs, Fri & Sunday
- Dr Derek Browning – Monday – Friday
- Dr Alex Beaudoin – Tuesday – Thursday & Sat

Nurses

- Virginia O'Bree – Fridays
- Leigh-Anne Whitley – Monday – Friday
- Lee Chicco – Monday, Tuesday & Thursday

Allied Health Professionals

- Thrive Nutrition – Friday
- Stewart Stubbs – Tuesday
- Raphael Service - Wednesday
- Hands On – Wednesday, Thursday & Friday
- Olly Zekry –Wednesday Fortnightly
- Shelby McMillan – Friday
- Julia Day – Monday

Visiting Specialists

- Dr Paul Adler – Once a month
- Dr Satya Singh – Saturday



Pathology available Monday – Friday 8am-3.30pm
Collector: Cheryl Farren