

Privacy and your Medical Records  
(Privacy Act 1988)

Your personal health information is collected and used directly in association with your health care. It is a confidential document and it is our policy to maintain the security of medical records at all times.

This information is only available to the doctor and authorised staff.

A copy of our Privacy Policy is located at Reception.

Patient Right

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

Please feel free to discuss any problems you may have with our Practice Manager. Alternatively, you may want to ask our reception staff for a complaint form and hand it back to us in person or by post. All complaints are taken seriously and you may 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

Our vision at Whalan Care Medical Centre is that we are determined to provide our patients with the highest standard of care, in a modern and friendly environment.

We aim to provide a full range of medical and allied health services to the community.

All of our doctors at Whalan Care Medical Centre come from a wide range of backgrounds and are highly motivated towards quality patient care.

Cultural Backgrounds and Ethnicity  
It is our commitment 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/or ethnicity on their medical record. If you identify with a particular background, please let reception or your doctor know.



63 Bulolo Drive  
Whalan NSW 2770

**Phone: (02) 9675 1999**

**Fax: (02) 9675 4333**

**Dr Syed Farabi- Principal Doctor**  
**Dr Ishika Masud – Female Doctor**  
**Dr Ann Koshy- Female Doctor**  
**Dr Dylan Amali- Male Doctor**  
**Dr Bao Nguyen – Male Doctor**  
**Dr Kazi Rahman – Male Doctor**  
**Dr Abhishek Tewari- Male Doctor**  
**Dr Stephanie Wong- Female Doctor**  
**General surgeon – Dr Ron Peach**  
**Psychologist - Alfred G. de Robillard**  
**Psychologist – Keisha Ponnusamy**  
**Podiatrist – Dr Anmar Tahir**  
**Sleep Therapist- Efren Mazo**  
**Physiotherapist- Andrew Phan**  
**Audiologist- Yan (Jacky) Zhang**

**Emergencies: Please call 000**

After hours care: 13 7425

## ***This practice has a strict No Smoking Policy***

Monday – Friday 8:30am – 5:30pm  
Saturday & Sunday 9:00am – 2:00pm

### Appointments

You can make an appointment by calling us on: (02) 9675 1999.

It isn't always easy to predict the complexity of problems, and urgent problems will always be given priority. Whilst every effort is made to adhere to appointment times, it is inevitable that delays occur. We appreciate your patience and consideration at these times.

We request in the event that you need to change or cancel your appointment that you give us notice in advance.

### Repeat Prescriptions and Referrals

In the interests of your best health and care, repeat prescriptions will not issue without a consultation. Most long-term medication requires monitoring for its effectiveness and its ongoing requirements.

Similarly, please do not ask for a referral letter without a consultation. A referral letter that is comprehensive and accurate will assist your specialist to manage your health in the best manner possible.

### Home Visits

Home visits are available - Fees apply.

### Results

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

We request that you make a follow up appointment within seven days.

In the event of an abnormal results the patient will be contacted directly.

### Telephone calls

Doctors may take your phone call if it is necessary. This is not in lieu of a consultation. Please provide a brief explanation to our receptionist so that Doctor can be informed and decide if it is necessary to interrupt someones consultation.

Please note that emails are not a secure, encrypted service and for that reason, Doctors do NOT use this form of communication for medical purposes.

### After Hours

If you require care outside our opening hours, please call our after-hours service.

### **National Home Doctor Service**

**13 7425**

*\*Bulk billed home visits and phone service*

### Services Available

- Antenatal Care
- Weight reduction Management
- General Medicine
- Health Assessments
- Immunisations
- Minor Surgery
- Mental Health
- Paediatrics
- Pathology
- Physiotherapy
- Preventive medicine
- Psychology
- Skin Checks
- Travel Medicine
- Women's and Men's Health
- WorkCover
- Care Plan

### Billing

We are a Bulk Billing Practice for all valid Medicare card holders.

Please inform reception staff if you hold a health care card or pension card.

A fee list for privately billed patients is available at the reception desk.  
We accept cash only.

### Surgery Hours