

## Medical Records and Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is available only to authorised staff. Should you require a copy of your records, you can request a copy by filling out a form you can obtain from reception.

Your personal health information may be disclosed to specialists, if relevant, when you are referred. It will not be used by this practice for research purposes without your prior consent.

Medical students may occasionally accompany the doctor. Your permission will be sought to have the student present at your consultation.

## Useful Sources of Information

*General Health Information*  
[www.healthdirect.gov.au](http://www.healthdirect.gov.au)

*Mental Health*  
[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)  
[www.beyondblue.org.au](http://www.beyondblue.org.au)  
Lifeline 131 114  
SANE helpline 1800 688 382

*Children*  
[www.sch.edu.au/healthfactsheets](http://www.sch.edu.au/healthfactsheets)  
[www.chw.edu.au](http://www.chw.edu.au)  
KIDS helpline 1800 551 800

*Travel*  
[www.smartraveller.gov.au](http://www.smartraveller.gov.au)

*Aged Care*  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Need medical attention after-hours?

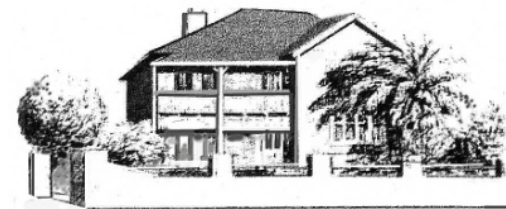
We have an after-hours service provided in consultation with our doctors by:

**Sydney Medical Service,**  
a Doctors' cooperative service.  
You can call them on 8724 6300.

### **IN CASE OF EMERGENCY AFTER HOURS SERVICES:**

- **BALMAIN HOSPITAL** General Practice Casualty, (open until 10pm), Booth St, Balmain – for minor problems
- **CONCORD HOSPITAL** Accident & Emergency, Hospital Road, Concord
- **ROYAL PRINCE ALFRED HOSPITAL** Accident & Emergency, Missenden Road, Camperdown

**WE RECOMMEND THAT IF YOU HAVE  
SEVERE CHEST PAIN OR SEVERE  
SHORTNESS OF BREATH AT ANY TIME  
YOU CALL THE AMBULANCE  
SERVICE – 000 TO TAKE YOU TO THE  
HOSPITAL URGENTLY**



# The Drummoyne General Practice

95 Lyons Road  
Drummoyne NSW 2047

Phone: 02 9181 2328  
Fax: 02 9181 3160

### Office Hours

Mon & Wed: 8am – 6pm  
Tue, Thurs & Fri: 8am – 5pm  
Sat: 8.30am – 12 midday  
Closed Sun, Public Holidays and Saturday of  
long weekends

[www.drummoynegp.com.au](http://www.drummoynegp.com.au)

**After Hours and Emergencies  
See back of leaflet**

## Our Doctors

**Dr Joanne Williams** joined the practice in 1986. She holds a Diploma in Child Health and a Fellowship of the Royal Australian College of General Practitioners. Dr Williams is also an Ante Natal Shared Care GP for Mothers and Babies with RPAH and has had training with the Family Planning Association.

**Dr David Browne** joined the practice in 2003 when Dr Bruce Menzies retired after establishing his practice here in the 1940's. He has a broad range of interests including aged care and minor skin surgery.

**Dr Sarah Kemp** joined the practice in September 2016. Dr Kemp holds a Diploma in Child Health and is a Fellow of the Royal Australian College of General Practitioners. Her special interests include antenatal shared care, women's health, paediatrics and mental health. Dr Kemp is currently on leave working in Nepal and will be back with us late 2018.

**Dr Vicki Chan** joined the practice in June 2017. Born and bred in Sydney, Dr Chan holds a Diploma in Child Health and is a Fellow of the Royal Australian College of General Practitioners. Dr Chan enjoys all aspects of general practice especially seeing people through all their various life stages. She has been doing shared antenatal care for nearly 20 years and is registered with RPAH.

**ALL OF OUR DOCTORS WELCOME PATIENTS OF ALL AGES AND BACKGROUNDS AND WILL DO THEIR VERY BEST TO HELP YOU**

## Surgery Consultations

**Patients are seen by appointment** which can be made by calling our receptionists. They can advise you on the availability of each doctor and their consulting times. Ill children, those with injuries and those with an emergency problem will be seen urgently. Please also let the receptionist know if you require a long consultation.

**New patients** will be booked in for a long consultation for their first visit.

**Home visits** are made as required to our regular patients who are unable to attend the practice. We visit a number of Nursing Homes and Aged Care Facilities within about 15 minutes drive from the practice.

Doctors are also available for **telephone advice** and following up your results. If they are unable to speak to you at that time (with the exception of emergencies), they will return your call.

We also offer **reminder systems** for continual care of your health – ask your doctor about this service.

**Our Schedule of Fees** is on display in the surgery, and are a little above what you get back from Medicare. We offer the service to send your account directly to Medicare – ask our receptionists for more information. We bulk bill Aged Pensioners, Health Care Card holders and Veteran Affairs card holders. Those who are financially disadvantaged are bulk billed on a case by case basis in consultation with your doctor.

## Our Receptionists

- Edda (parla Italiano)
- Lauren (also our Practice nurse)
- Andriana (μιλάει ελληνικά)
- Carla (relief)
- Barbara (relief)

**Practice Manager** – Rosa Miles

We are here to help you. Let us know if we can improve our service to you either personally, or through our Suggestion Box in the waiting room. If you have complaints about our care that cannot be resolved by us, you can contact the Health Care Complaints Commission (HCCC) directly on 1800 043 159.

## Information for Patients

We have a large variety of patient information leaflets both in the waiting room and outside the doctor consultation rooms. Please feel free to take any leaflets that may interest you. There are also folders contain articles of interest on the coffee table for your interest.

***Did you know....there has been a medical practice at 95 Lyons Road for over 100***

IF YOU HAVE ANY QUESTIONS, PLEASE DON'T HESITATE TO ASK - WE ARE HERE TO HELP!