

# Metella Rd Family Practice

## PRACTICE INFORMATION SHEET

135 Metella Rd Toongabbie 2146  
Tel. (02) 9636 2878

Fax (02) 9636 5482

Email: [mrfp@doctor.com](mailto:mrfp@doctor.com)

Web: [www.mrfp.com.au](http://www.mrfp.com.au)

Metella Rd Family Practice is an accredited Practice offering a broad range of general health services including preventative health and chronic disease management.

We promote excellence in health by providing comprehensive health care for our patients.

## Surgery Hours

Monday – Friday 8.30am – 4.30pm  
Saturday, Sunday & Public Holidays CLOSED



## Our Staff

General Practitioners	Specialists
<p>Dr Toby NASR FRACGP, MBBS (Hons), B.App.Sc (Physio)</p> <p>Dr Farah ZAMAN FRACGP, DCH, MBBS</p> <p>Dr Mehru ALAM MBBS, MPH, DCH</p> <p>Dr Mario CHEUNG MBBS, BSc (Adv)</p>	<p>Dr Amit GUPTA (Geriatrician) BMedSc, MBBS(Hons), UNSW, FRACP</p> <p>Dr Irfan AZIZ (Endocrinology) MBBS, FRACP</p> <p>Dr Andy ANG (Psychiatry) FRANZCP BMBS, MPsych. BMedSci.</p>
<b>Allied Health</b>	
Michael WONG – Pharmacist	
<b>Practice Nurse</b>	
Therese SABA	
<b>Practice Manager</b>	
Josie	
<b>Reception Staff</b>	
Lorraine & Sera	

## **APPOINTMENTS**

Patients can make appointments by telephoning the Practice (96362878) during business hours, or by using the “Health Engine” App online.

Appointments are usually 15 minute intervals.

Telehealth appointments are also available for patients who have had a face to face appointment with a doctor at this practice in the last 12 months.

Please make a separate appointment for each person who requires a consultation. If you require a longer appointment, please let reception know at the time of booking.

In general, you will need to make an appointment for all repeat prescriptions, specialist and allied health referrals, medical reports and investigation results. This will ensure confidentiality and enable us to provide appropriate and relevant advice to meet your health needs.

From time to time there may be delays. Our reception staff will attempt to contact you if there is an unforeseen delay.

If your Doctor is unavailable at the time you want, an alternative GP will be offered to you – it will be your choice as to whether you accept or not.

You will be responsible for cancelling your appointments if you are unable to attend. If you have too many missed appointments, that is, three missed appointments over a twelve month period, Metella Rd Family Practice will offer you NO further appointments.

## **INTERPRETER SERVICE**

If you or your family requires an interpreter, please let reception know at the time of booking and we can organise one for you free of charge.

## **FEES & BILLING ARRANGEMENTS**

We bulk bill holders of valid Medicare cards. Please ensure you have your card with you at each visit. If you do not have a valid Medicare card, you will be charged the current Practice Fee. Some examinations do not qualify for Medicare rebates, eg; pre-employment medicals, insurance medicals and RMS medicals. Medicals not covered by Medicare will be charged at the current Australian Medical Association rates.

## **HOME VISITS & AFTER HOURS CARE**

This surgery provides 24hr care for patients. Home visits are available to regular patients, who through genuine illness or disability cannot attend the surgery. Home visits can be arranged by ringing the surgery during business hours.

After hours care can be obtained outside surgery hours by ringing Sydney Medical Services on 8724 6300 or National Home Doctor Service on 137425.

In the case of a life threatening emergency please call an ambulance on 000, ask for “ambulance” and state your exact address and nature of the emergency – especially for chest pain, breathing difficulties, severe pain or bleeding, a very sick child or a serious accident.

Alternatively go to your nearest hospital – Blacktown or Westmead.

### TELEPHONE AND ELECTRONIC ACCESS

GPs at this practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and reception staff will advise you when it is likely the GP will return your call. Calls will be put through in a genuine medical emergency.

You may also contact the Practice using our email address – [mrfp@doctor.com](mailto:mrfp@doctor.com). If you contact the Practice with email you can expect a response within 5 business days. **Do not email the Practice in case of an emergency-** go to your nearest hospital or call 000 for an ambulance.

### RESULTS

It is very important that you book an appointment with your Doctor to discuss results of investigations and blood tests you have had. This can be a telehealth consultation. Your doctor will advise you when to expect your results to arrive at the practice. It is important to appreciate the limitations of blood test, and to discuss whether or not other investigations are required to assess the problem. Patient may have a copy of their results upon request.

### REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in 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 know.

### SERVICES

We offer a broad range of services - Health assessments, Chronic disease management, blood tests, diabetic assessment and reviews, pregnancy testing, family planning, pap smears, mole checks, ECG's, minor surgery, dressings, removal of sun spots and moles, travel medicine, liquid nitrogen for warts, asthma assessments and spirometry, baby checks, men's & women's health, weight control, flu vaccinations, immunisations and home visits (by arrangement to patients with disabilities)

### MANAGEMENT OF PERSONAL HEALTH INFORMATION

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 only available to authorized members of staff.

## **YOUR RIGHTS**

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the Practice manager. You may prefer to write to us. We take your concerns, suggestions and complaints seriously and expect that any complaints would be spoken in a non aggressive manner. However, if you feel that you need to discuss the matter outside of the surgery, you may do so by contacting the Health Care Complaints Commission at Locked Bag 18, Strawberry Hills, NSW 2012 or telephone (02) 9219 7444.

**THIS PRACTICE HAS A NO SMOKING POLICY**

## TIPS FOR SAFER HEALTHCARE

- **Be actively involved in your own healthcare.** Take part in every decision to help prevent things going wrong and get the best possible care for your needs.
- **Speak up if you have questions or concerns.** Ask questions. Expect answers that you can understand. Ask a family member, carer or interpreter to be with you if you want.
- **Learn more about your condition or treatment.** Collect as much reliable information as you can. Ask your health care professional what should I look for? How will the test & treatments help me & what is involved? What are the risks & what's likely to happen if I don't have this treatment.
- **Keep a list of all the medications you are taking.** Include prescription, over the counter and complimentary medicines. Also any information you have about drug allergies.
- **Make sure you understand the medications you are taking.** Read the labels, including the warnings. Make sure it is what the doctor ordered for you. Ask about directions for use, possible side effects or interactions & how long you need to take it for.
- **Get the results of any test or procedure.** See your doctor to find out about your results and what they mean to your care.
- **Talk about your options if you need to go to hospital.** Ask how quickly does this need to happen? Is there an option to having surgery/procedure done as a day patient or in an alternative hospital.
- **Make sure you, your doctor and your surgeon will agree on exactly what will be done.** Confirm which operation will be performed and where, as close as possible to it happening.
- **Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home.** Make sure you understand your continuing treatment, medicines & follow up. Visit your GP as soon as possible after you are discharged.