



Practice Information Sheet

Shop 6, Greenfield Park Shopping Village,
3-5 Greenfield Road
Greenfield Park NSW 2176
P: 02 90021300
F: 02 90021301
Email: info@greenfieldmedical.com.au

General Practitioners on-site

Dr. Ben Touma
Dr. Thikra Kanen
Dr. Ashurina Younadam
Dr Rafi Qoja

Practice Hours

Monday - Friday: 8:00am to 6:00pm

Weekends – 9:00am to 2:00pm

Services

In addition to medical consultations the following services are available:

Home visits if required	Minor Surgery
Check ups	Health Assessments
Men's Health	Women's Health
Children's Health	Vaccinations
Pathology Collection	Chronic Disease Management

After Hours

For after-hours doctor please call Sydney Medical Services Ph: 1300 8724 6300

How to book consultation with a doctor

You may see the GP of your choice wherever it is practical. You can walk-in any time or book an appointment during our business hour through our website, health engine or giving us a call so you can be seen by one of our doctors as soon as possible.

If you think your concerns are more complex or require documents to be signed you may need a longer consultation, also if there are more members of your family coming to see the doctor – please let reception know so they can book more time and the next person is not waiting for too long. “One day the next person maybe you”

Patient Access: Single story building ideally located next to a large parking area.

Home Visits

Home visits are available for regular patients whose conditions prevent them from attending the surgery. Patients can contact us to book a home visit.

In Case of Emergency

In case of emergency / life threatening situation please call 000 immediately

Practice Consultation Fees

We are doing mixed billing with rebates for all patients with a current Medicare Card. Patients without Medicare coverage should pay fee as per our private fee schedule (see attached).

Communication

In our Practice, the procedure for GPs and staff receiving and returning telephone calls: “unless the phone call is deemed urgent or needs requires immediate attention, a message is to be taken by Reception and then passed on to the doctor or person concerned when time permits”. They can then return the phone calls at the soonest opportunity preferably on the same day.

Privacy of Information

Maintaining the privacy of personal information about you and your health is very important to us. Occasionally we may be requested to supply de- identified information to third parties. We will never provide such information without your prior consent. You may ask to see the information we hold on your record at any time to confirm the details are correct. Please seek assistance and advice on the process from the Administration staff. They can also provide you with a copy of the Privacy Policy should you require.

Recall and Reminders Services

For the continuing management of our patient's health we utilise a systematic reminder system to provide health promotion, preventative care and early detection of disease. We may ring you, send you a message through SMS or write to you to remind you of a beneficial milestone in your treatment, or to discuss further facts about your treatment. We will be very mindful of the confidentiality of such reminders and recalls to the clinic.

Recent improvements

Following analysis of patients feedback we discovered that patients have long waiting time to see a doctor. We are putting all our efforts to recruit more doctors.

Patient Feedback

We aim to provide a service that meets the needs of our patients and we strive for a high standard of care; we welcome suggestions from people in the local communities and their family members who care for them, so that we can improve the quality of care we provide. We are also committed to an effective and fair complaints system; and we support a culture of openness and willingness to learn from incidents, including complaints.

Patients and their families are encouraged to provide suggestions, compliments, concerns and complaints and we offer a range of ways to do it. We encouraged you to discuss any concerns about clinical care with their treating doctor, nurses, allied health professionals and staff, they can speak to a member of the administration team,



complete the formal patient feedback form available at reception or by writing to the practice manager. Alternatively, you can contact the principal Dr Ben Touma or Dr Atifa Khan – contact 02 7200 7100.

Consumers, and their families, can make complaints on a confidential basis or anonymously if they wish, and be assured that their identity will be protected. Consumers will not to be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.

New South Wales Health Care Complaints Commission (HCCC)

Telephone: (02) 9219 7444 / 1800 043 159 Web: www.hccc.nsw.gov.au

Complaints that relate to privacy issues or concerns that cannot be resolved internally are to be directed to the Office of the Australian Information Commissioner (OAIC). Telephone: 1300 363 992 Postal Address: GPO Box 5218, Sydney NSW 2001

Web: www.oaic.gov.au

Members of the public may make a notification to the Australian Health Practitioner Regulation Agency (AHPRA) - www.ahpra.gov.au - about the conduct, health or performance of a practitioner or the health of a student.

Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA.