

Dr. Timothy Diep - 214639KB
Dr. Brendon Wong - 5091165F
Dr. Christopher Chung - 2397124J
Dr. Hala Gobran - 060786JX
Dr. Jackson Lam - 509256GB
Dr. James Kolb - 555756AF
Dr. Jie Zhang - 410541CF



HYDE PARK MEDICAL CENTRE

Dr. Joanna Hsing - 243155AF
Dr. Jun Zhang - 4215556W
Dr. Linda Lozinski - 060214MK
Dr. Melinda Prince - 512819JY
Dr. Michael Kim - 4359956F
Dr. Phoebe Norville - 4638692A
Dr. Robyn Hughes - 2904426T

PATIENT INFORMATION SHEET

SHOP 1, 175 LIVERPOOL ST, SYDNEY, NSW 2000. TEL: (02) 9283 1234 FAX: (02) 9283 0303

Monday - Friday: 8:00am to 7:00pm.
Saturday: 10:00am to 2:00pm
Sunday: 10:00am to 2:00pm.
Public Holidays: See announcements.

Hyde Park Medical Centre is a "Private Billing" medical centre.

Appointments:

The doctors at the Centre offer appointments. If you are a new patient, we encourage you to visit our website: www.hydeparkmc.com.au to complete the Online Patient Registration form. Call us to make your appointment or book online and come in 5 minutes prior to completed registration. This will enable us to facilitate your waiting time.

Appointments are approximately 15 minutes during the morning and afternoon, but during lunchtime (12pm-2pm) only 10 minutes are allocated per appointment. If you require a longer consultation, please let the reception staff know. Longer appointments will incur a higher fee. Please refer to Fee schedule.

We have allocated times for walk-in and emergency patients. If the appointment books are full at the time of your walk in and you would like to be fitted in, this can be done at the discretion of doctor on duty. Appointments will usually take priority over walk-in patients except in an emergency. Please note that fit in are made to accommodate you. The doctors will see you as soon as there is a space available between patients. Please keep consultations brief. If more time is required, please make a further appointment. This would be appreciated by patients with appointments and the doctors.

If you cannot make it to an appointment, please telephone at least 2 hours in advance, to cancel and rebook another appointment if need be. This will allow us to rebook another patient into that time. If you fail to attend an appointment without calling us, a non-attendance fee may apply. Please do not email us for appointment cancellations. Non-attendance fee start from \$35. Please refer to our DNA (Did Not Attend) Policy for further information.

Services:

The doctors at Hyde Park Medical Centre are dedicated to providing quality, professional medical consultations. Medical Services include but is not limited to: Allergy Clinic, Asthma Clinic, Antenatal Care, Aged Care, Childhood Immunisation, Chronic Disease Management, CTP Management, Corporate Flu Vaccination Program, Cryotherapy, Diabetic Clinic, Family Planning, General Medical Consultation, Health Assessment, Health Immunisation, Hormonal Implant Insertion and Removal, Iron Infusion, Medical Review, Medical Legal Reports, Men's Health, Mental Health Management, Minor Surgery, Cervical screening test, Pre-employment Assessment, Preventative Medicine, Q Fever testing and vaccination, Sexual Health Management, Skin Cancer Check, Sport Medical such as Boxing Medical, Travel Clinic with vaccinations including Yellow fever, Women's Health and work cover injury Management.

Telephone Calls:

We value our patients concerns, so please leave a clear message with the reception staff for the Doctors. If you require a call from the Doctor, please book a telehealth appointment. For all clinical matters, please book a proper telehealth consult.

Emailing:

Emails are not closely monitored by staff members. There may be a delay in the transfer of information. Please use this for non-urgent matters and avoid using email to cancel your appointment. The Doctors do not provide email consultations. Please book a telehealth or face to face appointment for clinical matters

Results and Reminder System:

Pathology results usually take a week to come back. The Doctors will give you a better idea depending on what specimen has been sent. We encourage patients to make an appointment to discuss their results. It is your obligation to chase up your own results. We have a recall system set up to recall you for urgent abnormal results.

Due to changes in Medicare funding not all pathology tests are bulk billed. You may sometimes get a bill from the pathology lab. Please call the lab to work out how much you are supposed to pay.

We participate in the Health Department 's recall programs for cervical cancer screening and national bowel screening. Refer to the following link for more information.

<https://www.health.gov.au/our-work/national-cervical-screening-program> and <https://www.health.gov.au/our-work/national-bowel-cancer-screening-program>.

If you do not wish to be part of this screening program, please notify us.

Radiology results are usually faxed to us. Please make a note of which radiology service you attended just in case they do not send us the report.

Translators:

The Doctors use telephone translators. If translator is utilized, patients are responsible for the translator fees (**minimum \$38**). If you need brochures in a different language, please let our staff know and they will refer you to the correct source.

Fees:

All consultations will incur a private fee unless otherwise advised for certain circumstances. All appointments must be paid for by the patient at the time of visit. Medicare rebate is available for most privately charged consultation provided the patient holds a valid Medicare Card. Any Medicare rebate is subject to Medicare ruling and may take 1-2 business days for the refund to reach the nominated bank account.

Private billing for a standard GP consultation starts at \$92.85, longer or more complex consultations will attract a higher fee. Consultation fees do not include pathology testing and radiology.

Students-Gap Payment available for verified membership with direct billing OSHC insurances – namely AHM, Medibank and Allianz Care. This gap fee is non-claimable. Direct billing subjected to OSHC insurance ruling. For BUPA and NIB OSHC cardholder, HICAPS claim is available. Patient must have their physical or digital card present, to enable HICAPS claims.

A full list of fees is available at the front desk. Please note that Bulk Billing is at the discretion of the doctor you see. All procedures will be privately charge. Rebates from Medicare is subjected to Medicare ruling (minimum gap is \$45 for single use equipment).

Telehealth:

The doctors at Hyde Park Medical Centre provide telehealth services. This can be booked online or by calling reception. The doctor will call you as close to the time of your appointment as possible. Please provide an up-to-date telephone number. There are limitations to telehealth consultations and your doctor may ask you to come in for a face-to-face consultation. Where possible, book in with the same Doctor for continuity of care.

Work Cover:

Consultations are charged upfront until liability of claim is accepted by the patient's work cover insurance. Estimated initial consult cost is \$340 not including procedural fees.

Home visit / outcall during office hours:

If you are a regular patient of the practice and are unable to attend the surgery due to your medical condition, a home visit / outcall may be arranged. Home visit/outcall fee starts from \$400. Home visits / outcall are for regular patients who reside within walking distance to the Practice. <1Km.

After hours:

After hours services are for pre-existing patients of the practice who reside within 30km of the surgery. The afterhours service can be reached on **87246300**. If you are not an existing patient of the practice and are in need of non-urgent medical attention, please contact your usual GP or come back during opening hours. If you require urgent medical attention dial **000** for an ambulance. The nearest hospital to the practice is Vincent's Hospital, 390 Victoria Street, Darlinghurst, Ph: **8382 1111**.

Feedback:

If you have any queries or suggestions, please fill in our survey or feedback forms. We value your opinion. If you have a complaint, we request that you contact us in writing. Upon receipt of a complaint, we will attempt to resolve it in accordance with our complaints handling procedures. Should any dispute occur, we will do our best to settle it. Any other unresolved matters can be referred to a third party or the health complaints agency. NSW Health Care Complaints Commission (Ph: 1800 043 159 or E: hccc@hccc.nsw.gov.au).

Patient Health Information:

The Doctors' practice is fully computerized. All patient information is stored in the computers and backed up on a daily basis. Your medical record is a confidential document. It is the policy of your doctor to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

Medical Records:

Incoming: To transfer records to your doctor, please collect a transfer form from the front desk, and request the doctor to sign it. After both you and the doctor have signed the transfer form, take it to your previous doctor, and ask them to send your doctor your records (your pre-existing doctor may charge for release of records, as this is usual practice). If you are unable to see your previous doctor and wish us to call and arrange to transfer on your behalf, this can be organized, although you will still need to fill in the transfer form. This will also attract a \$44.00 (GST included) administration charge, in addition to any fees which your pre-existing doctor may charge for release of records.

Outgoing: To have your records transferred from your doctor to another doctor, you will need to give your doctor your written consent to release them. Please be informed there is a fee for Medical Record Transfer/Release. Your doctor's standard fee is \$41.40 (for 33 pages or less), over 33 pages, an additional \$1.40 per page is charged plus GST. Domestic postage is an additional \$10.00 (minimum). Prepayment is required prior to processing. We will send your records by registered post. For all correspondence related to medical record transfer outgoing, please contact our Medical Record Transfer Team via email:

Medical_Record@hydeparkmc.com.au