

1 Health Medical Centre

Shop 205, 801-809 Pennant Hills Rd CARLINGFORD NSW 2118

Carlingford Court Shopping Centre (upstairs from Woolworths)

PH: 9873 3888 FAX: 9873 4129

www.1healthmedicalcentre.com.au

Our Practice:

1 Health Medical Centre is a new innovative practice. Our doctors have been proudly serving the community for over 20 years. We provide comprehensive medical and preventative care to our patients through our extensive range of medical services and facilities. 1 Health Medical Centre provides a holistic approach to patient care. Our doctors focus on your individual needs throughout every stage of life. We also have Douglass Hanly Moir pathology collection on site.

Practice Hours:

Monday to Friday: 8:30am to 6:00pm

Saturday: 9:00am to 1:00pm

Consultation Fees

All medical consultations are bulk billed unless covered by private compensation or not covered by Medicare. Please ask the doctor or receptionist if unsure.

Doctors:

Dr Sean Tan; MBBS (UNSW) FRACGP Dip-Child Health

Dr Linda Wang; MBBS (UNSW) FRACGP

Dr Winnie Wong; MBBS (UNSW) FRACGP

Dr Mita Saha; MBBS FRACGP

Dr Timothy Nguyen; MBBS, FRACGP, DCH

Dr Michael Yang; BMed, MD, DCH

Dr Molly Zhang; MBBS, FRACGP

Dr Charmaine Lo; FRACGP MD SCHP, B.Mus.Studies

Dr So Hyun (Cilinia) Kwon; Bmed MD SCHP

Dr Yi-Hern Lee; MBBS

Receptionists:

Amy, Amber, Elizabeth, Jane, Morgan, Lucy and Vera

Allied Health:

1Smile Dental

1Health Physiotherapy

Podiatry – Ms Zohreh Nikbin

Psychologist – Mr Ian Koh

Speech pathology – Olive Tree Therapy

Appointments:

Patients with an appointment are given priority. We are also happy to see patients presenting without an appointment and you will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Longer consultations are available, so please ask our receptionist if you require extra time. If an interpreter service is required, we are able to arrange this for you. Please advise us when making an appointment.

24 hour Online Appointments:

Visit our website www.1healthmedicalcentre.com.au and book your next appointment online.

After Hours Care:

If you require a doctor outside our normal surgery hours, please call 13 7425. If you are experiencing a medical emergency please dial 000. The closest Accident and Emergency Department is Westmead Hospital 8890 5555.

Accidents and Emergencies

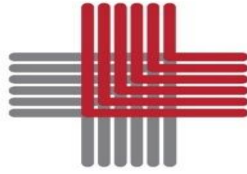
If you have a medical emergency, please notify us before you leave to attend the practice as the doctor will be able to advise you of the appropriate cause of action and to prepare for your arrival.

Home Visits

Home visits are available for regular patients who live within 5km of the practice, who cannot come to the surgery due to ill health. All effort should be made to bring the patient to the surgery due to the availability of emergency facilities.

Test Results:

Your doctor will advise when they expect the results to arrive at the practice. Call the surgery to make an



1 Health Medical Centre

Shop 205, 801-809 Pennant Hills Rd CARLINGFORD NSW 2118

Carlingford Court Shopping Centre (upstairs from Woolworths)

PH: 9873 3888 FAX: 9873 4129

www.1healthmedicalcentre.com.au

appointment with your doctor to find out your results and ask what they mean for your care.

List of Services

• Children's Health and Immunisation	• Travel Medicine	• Asthma Care and Management
• Women's Health	• Pre-Employment Medicals	• Diabetes Care and Management
• Pregnancy Share Care (with Hornsby Hospital and Westmead Hospital)	• Hearing Tests	• Heart and Lung testing
• Men's Health	• Sports Medicine	• Full General Check-Ups
• Family Planning	• Workers Compensation	• Skin Cancer Checks (Dermatoscopy)
• Weight Loss	• Minor Operations	• Skin Cancer surgery

Telephone Calls:

The doctors may be contacted during normal surgery hours. If the doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the doctor will return your call. If your call is concerning a medical emergency, please let the receptionist know and you will be put straight through to your doctor.

Management of your 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 authorised members of staff. Patients of our practice have the right to access their personal information under the Privacy Amendment (Private Sector) Act 2000. Patients may request in writing for their health records to be transferred to a GP at another practice. For medico-legal reasons, our practice retains the original record and provides the new GP with a summary or a copy. Please see our Privacy Policy for more details, it is available at the front desk and on our website. We abide by the Australian Privacy Principles available at <https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>

Reminder System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder

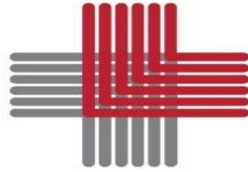
notice from time to time offering you preventative health services appropriate to your care. We also participate in the state/territory reminder system. If you do not wish to be part of this system please let your doctor or the receptionist know. Please ensure that your contact details are up to date with the receptionist.

We have a no smoking policy inside the surgery.

Additional Information

The **Chronic Disease Management Program (formerly known as EPC program)** is a preventative care program for adults and children who are at risk or have developed certain chronic conditions such as asthma, ADHD, cancer, rheumatoid arthritis, diabetes or heart disease. Under this program, Medicare will cover some visits to allied health professionals. Your doctor can tell you if you are eligible for any of the **Chronic Disease Management Programs** below:

- GP Management Plan
- Asthma Management Plan
- 45-49 year old health assessment
- Health assessments for people aged 75 and over
- Psychology services for Adults and Children
- Aboriginal health assessment



1 Health

Medical Centre

Shop 205, 801-809 Pennant Hills Rd CARLINGFORD NSW 2118

Carlingford Court Shopping Centre (upstairs from Woolworths)

PH: 9873 3888 FAX: 9873 4129

www.1healthmedicalcentre.com.au

Patient Rights and Feedback:

We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can contact:

NSW Health Care Complaints Commission

Locked Mail Bag 18, Strawberry Hills NSW 2012, Ph:

(02) 9219 7444