



# NEWSLETTER APRIL - MAY 2023

## OUR DOCTORS

Dr Tom Hogan  
FRACGP, MBChB

Dr Mehrnoosh Abdolalian  
FRACGP, MD, ACCD, ACCSCMS

Dr Christel Romano  
FRACGP

Dr Yimei Sun  
FRACGP, MBBS, DCH, FPA

Dr Karen Tattersall  
MBBS

Dr Masoud Moghaddam  
FRACGP, MD

## SURGERY HOURS

Monday	7.00am - 6pm
Tuesday	7.00am - 6pm
Wednesday	7.00am - 6pm
Thursday	7.00am - 6pm
Friday	7.00am - 6pm
Saturday	8.00am - 4.00pm
Sunday	8.00am - 4.00pm

In the event of an emergency  
please call 000

Poisons Information  
13 11 26

THIS PRACTICE HAS A STRICT NO  
SMOKING POLICY

## CONTACT

Phone: 02 8397 8190  
Fax: 02 8397 8191

Shop 3, 69 Kalang Road  
Elanora Heights,  
NSW 2101

info@elanoramedical.com.au

## APPOINTMENTS

Appointments are usually made at 10-15 minute intervals. Urgent medical problems will be seen on the day. Emergencies will always be given priority and our reception staff will attempt to contact you if there are any unforeseen delays or your GP has been called away. Please advise our receptionist if you require a longer consultation time for complicated or multiple problems.

If you are unable to attend your appointment, please call the surgery to cancel two hours in advance.

## TELEPHONE ADVICE

A message will be taken and reception staff will advise you when it is likely that your call will be returned. There is also the option of speaking to our practice nurse.

## CONFIDENTIALITY

Your medical record is confidential. It is the policy of this practice to maintain security of personal health information at all times and to ensure this information is only available to authorised staff members.

## REPEAT PRESCRIPTIONS

Scripts for medications taken regularly can be obtained by booking a telephone consultation with your usual doctor. Patients who have not attended the practice in the past 6 months will be required to book an appointment to be seen in person.

## HOME VISITS & CARE OUTSIDE NORMAL HOURS

In the event that you require medical care when our practice is closed, you can utilise the service of National Home Doctor (13SICK). This service provides bulk-billed home visits after-hours, on weeknights, weekends and public holidays.

## TEST RESULTS

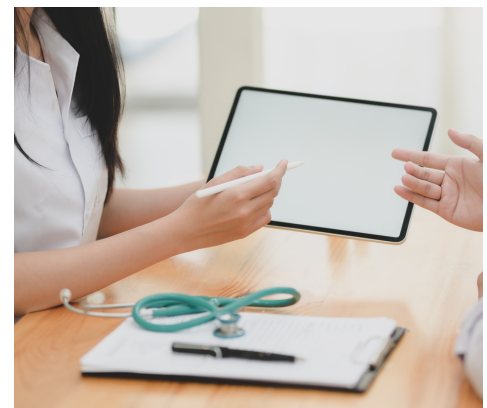
The policy of the practice is to contact you should there be an abnormal result or if the doctor requests a follow-up appointment. If you require a copy of your results, please book an appointment with your doctor.

## REFERRALS

Patients must book an appointment with a doctor to obtain a new referral.

## IMMUNISATIONS

Available for children, adults and travellers by appointment. All childhood immunisations are bulk-billed. This is jointly conducted by the doctor and attending nurse.





## ACCOUNTS & BILLING

Standard consult \$89.25  
Long consult \$126.45  
Extended consult \$162.80

We are a mixed billing clinic offering bulk billing to children aged under 5 yrs, DVA card holders, and healthcare card holders. All other patients are privately billed and payment is taken at the time of appointment.

Please note children above 5 years of age will continue to receive bulk billed childhood immunisation consultations.

On the weekends Under 5s and concession card holders are charged a discounted weekend fee with the exception of DVA patients who remain bulk billed.

## SERVICES PROVIDED

- Antenatal care
- Asthma management
- Baby health
- Blood Pressure checks
- Cervical screening
- Childhood vaccinations
- Children's health checks
- Cryosurgery
- Diabetes health check
- Dietary advice
- ECG
- Family medicine
- Geriatric medicine
- Insurance medical examinations
- Minor surgery incl. skin cancer checks
- Osteoporosis checks
- Pre-employment medical examinations
- Pregnancy testing
- Prostate checks
- Sexually transmitted diseases
- Teenage health
- Women's health checks
- Men's health
- Workers comp & MVA consults



### Skin Checks

What we offer in our dedicated skin clinic includes:

Obtain patient history and perform a comprehensive skin examination utilizing a dermoscope.

Sometimes if lesion needs follow up we use specific photography which is kept in patients' file as a confidential document for comparison in the future.

Undertake further surgical diagnostic procedures such as biopsies or excision of skin lesions as required.



### INFORMATION ON DEPRESSION & MENTAL HEALTH

Beyondblue.org.au  
Sane.org  
Blackdoginstitute.org.au  
Headspace.org.au  
Lifeline.org.au  
Mentalhealthaustralia.org

This practice has a strong commitment to comprehensive general practice care, preventative health care, and continuing medical education. We are committed to quality improvement and are a fully accredited AGPAL general practice. Health screening and patient education are a high priority. We use a recall system to monitor ongoing health care. All patient consultations and medical records are kept strictly confidential. Details of the practices policy relating to the management of private health information is available at reception.

From time to time we invite patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our services.

If you are unhappy with any aspect of the care you receive from the practice we are eager to know about it. Please discuss any concerns with your doctor or the practice manager. If we are unable to satisfactorily assist you with the resolution of a problem, the Health Care Complaints Commission handles any complaints by contacting Health Care Complaints Commission at <https://ecomplaints.hccc.nsw.gov.au/>