



CARLINGFORD COURT

# Medical Centre

Level 1, Shop 218 Carlingford Court  
Carlingford NSW 2118

Ph: (02) 9872 8155 Fax: (02) 9872 8355

**“Our aim is your health and well being”**

## **Practice Hours**

Monday to Friday 8:00am - 6:00pm  
Saturday & Sunday 9am-4pm

## **Doctors**

Dr Sandya Wanigaratne (Mon-Fri)  
Dr Rachelle Mai (Tues)  
Dr Richard Chang (Mon / Tues / Wed / Fri)  
Dr Stephanie Weinrauch (Mon / Wed / Thurs)  
Dr Selvi Anandakumar (Mon to Fri & Sun)  
Dr Daniel Teo (Mon to Fri, First Sat of month)  
Dr Cecilia Fong (Tues/Fri)  
Dr Steve Lok (Chinese) (Mon to Fri)  
Dr Ali Ebrahimi (Mon,Sat,Sun)  
Dr Robert Chow (Cantonese) (Mon/ Sat)  
Dr Victor Arunendran (Sat)  
Dr Thushanthi Wijeratne (Tues to Fri)  
Dr Saroj Maharaj (Mon, Tues, Thurs, Fri, Sat)  
Dr Fayez Habib (Sat & Sun)  
Dr Clement Tsang (General Surgeon)

## **Practice Team**

Practice Manager – Peter  
Practice Nurse – Linda, Therese, Carole,  
Rhoda  
Receptionists – Juliana, Kaicy, Michelle,  
Rebecca, Belle, Andrew.

## **To see a Doctor**

Appointments are not necessary but are recommended. The waiting time without an appointment is un-predictable. Emergencies will always be given priority. Doctors aim to see appointments on time, however sometimes delays can occur. Longer consultations are available by appointment only.

## **Services Provided**

- General Health check ups
- Pathology
- Skin Checks
- Travel Vaccinations
- ECG
- Vaccinations Childhood & General
- Minor Procedures
- Pap Smears
- Pregnancy Tests
- Men's health checks
- Workers Compensation
- Pre-employment medicals
- Diabetes Clinic
- Acupuncture

## **On-site services available** (fees apply)

- Psychologist
- Physiotherapists
- Acupuncture
- Dietitian
- Dentist
- Pathology

## **After Hours Care**

Existing and regular patients can call and speak to one of our doctors when we are closed. Calls cost \$10 per 5 minute block. Please phone 1902 257 718.

For new or non-regular patients, you can call the Home Doctor Service on 13 74 25, they provide Bulk Billed Home Visits to patients.

Or call the doctor helpline on 1800 022 222.

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**Booking Online [www.carlingfordcourtmc.com.au](http://www.carlingfordcourtmc.com.au)**



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## **Results**

When referred for tests, we recommend you make a follow-up appointment.

Results will not be discussed over the phone for medicolegal reasons.

You are welcome to call the practice to find out if your results are back.

## **Telephone Access**

In general, phone consultations are not available, unless for a medical emergency.

GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the doctor will call back when they have available time.

In an emergency your call will be put through to a nurse or doctor.

## **Medical Certificates**

Are legal documents and cannot be issued without actually seeing the Doctor and they cannot be issued retrospectively.

## **Fees and Billing Arrangements**

The GPs at our practice bulk bill all patients with a current Medicare/DVA card. If you do not have a Medicare/DVA card please enquire with the receptionist regarding fees.

## **Reminder System**

Our practice is committed to preventative care. 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.

## **Referrals**

Our GPs are experienced at handling many medical concerns. At times they may refer you to a specialist for further help.

Referrals are legal documents and cannot be back dated under any circumstances.

## **Management of Health Information**

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorized members of staff. We abide by the 10 national Privacy Principles available at [www.privacy.gov.au/health/index/html](http://www.privacy.gov.au/health/index/html).

## **Access to personal health information**

Patients of our practice have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000.

Our practice endeavors to assist patients in granting access where possible and according to the privacy legislation. Please inform the doctor or reception staff if you wish to have access to your health information.

## **Your Rights**

We take your concerns, suggestions and complaints seriously. Our staff are happy to discuss any concerns you may have in person or in writing.

NSW Health Complaints Commission

Ph: 1800 043 159

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

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