

### Preventive Healthcare

Regular health checks and consultations with your doctor are an essential part of preventive care. Please see your doctor if you have any issues or changes in your body that you are concerned about. The doctors at Northmead Family Medical Practice provide the following services:

- Childhood & Adult Immunisations
- Children's health check & development
- Family planning advice
- General Travel vaccinations
- Management of chronic disease
- Medicals for driving
- Medical Check – Ups
- Mental health care
- Minor surgery
- Pap smears and breast checks
- Preventive health
- Smoking cessation
- Stress management
- Weight loss advice
- Women's health
- Pre-Employment and Insurance Medicals

### Privacy

Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff.



### Suggestions and Complaints

Doctors and staff at Northmead Family Medical Practice are committed to providing you with a high standard of patient care. Your input will help us to improve our service, and we do value any suggestions or concerns that you may have.

Please feel free to discuss them with staff. Alternatively, there is a suggestion box located at the reception. Responses are treated in confidence. Otherwise, please contact the Health Care Complaints Commission.  
Ph: (02) 9219 7444.

### Emergency After Hours

To schedule an After-Hours appointment, please call: 1300 Home GP or 02 8724 6300

### Emergency Numbers

General Emergency:	000
Ambulance Booking:	131 233
Poisons Info Line:	131 126
Westmead Hospital:	(02) 8890 5555
Westmead Children's Hospital:	(02) 7825 0000
Norwest Private Hospital:	(02) 8882 8882
Home Doctor Service:	(02) 8724 6300



### Opening Hours

Monday to Friday - 9:00am to 5:00pm

Saturday – CLOSED

Sunday - 9:00am to 1:00pm

T: 02 9614 8821

W: [www.northmeadfamilymedicalpractice.com.au](http://www.northmeadfamilymedicalpractice.com.au)  
3 Campbell Street, Northmead NSW 2152

### Welcome to our Practice

At Northmead Family Medical Practice, our team of general practitioners and administrative staff aim to provide excellent personalised quality patient care.

### Doctors

Our doctors have vast experience in various aspects of general practice. They have special interests in women's health, paediatrics, adolescent health, preventive health management, mental health and travel medicine. Your GP may refer you for other medical investigations. You will be provided with information about the purpose, importance, benefits and risk associated with the investigations to assist you in making an informed decision about your health.

**Dr Sasirekha Wijayakumar**  
(MBBS, FRACGP)

**Dr. Thaya Yogathasan**  
(MBBS, FRACGP, Dip Child Health)

**Dr. Anusha Raveendran**  
(MBBS, FRACGP, Dip Child Health)

**Dr Sandra Morell**  
(B.Sc., MBBS, FRACGP, M.Med)

### Fees & Payment

At the Northmead Family Medical Practice, consultations are bulk billed for those patients who hold a valid Medicare Card. Please bring your Medicare card with you for all consultations. A fee will be charged for patients not registered with Medicare, and for consultations not covered by the Medicare Benefit Schedule. That is, fees are charged for Allied Health Services, certain vaccines and medicals. For further information, please discuss possible fees and charges with our staff. Where fees apply, we do accept EFTPOS and credit card payments.

If your visit is as a result of a work-related injury, you need to inform the attending doctor. Work related consultations and treatment will be billed to the employer or the insurance company involved.

### Referral & Prescription Requests

Please see your doctor if you require a prescription or a referral to see a specialist.

### Telephone Calls & Communication

Your doctor is accessible by phone. 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 a call. Your call will always be put through to the Doctor in an emergency. All correspondence is by phone or mail, unfortunately due to privacy and security, we do not email medical records and documents.

### Test Results

Your doctor will give you instructions on how to obtain results for pathology or imaging test (X-Ray, Ultrasound etc.). In general, results are given during consultation as this allows for appropriate discussion of their implications. We are sorry, but we are unable to provide results over the phone except under special circumstances.

### Special Requirements

We provide medical care for people with many different communication needs. Here at Northmead Family Medical Practice we have access to a variety of interpreting services. Please inform reception when booking your appointment if you will require communication services for your consultation.



### Special Note

Despite our best intentions, we sometimes run late. This is because a patient has needed unexpected urgent attention. Be assured when it is your turn you will be given the time you deserve.

### Recalls and Reminders

We are committed to preventive care. To provide an efficient monitoring of your health, this practice offers a computerised system of recalls and reminders. We may issue you with a reminder notice occasionally offering you preventive health services appropriate to your care. If you do not wish to be part of the system, please let our doctors or Receptionist know. Recalls / reminders are done by phone, SMS, or mail for follow-up tests, immunisation, health care assessments, review of chronic health problems such as diabetes, asthma.

### Appointments

For all appointments, please phone (02) 9614 8821 or online via <https://www.northmeadfamilymedicalpractice.com.au/>. We will make every effort to accommodate your preferred time and Doctor, however, please remember that appointments are scheduled at fifteen (15) minutes intervals. Longer consultations are also available. Please inform reception if you require a longer consultation.

If more than one member of your family needs to see a doctor, please advise reception at the time of booking in order to allocate one appointment per person – this will help us run on time.

Emergencies and sick children will be given priority. If the booking relates to this, please advise reception to allow for the appropriate procedures to be carried out.

Please advise us in advance if you are unable to make your appointment.