



**7 Col Drewe Drive  
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[www.bowenfelsmedicalpractice.com.au](http://www.bowenfelsmedicalpractice.com.au)

This practice is committed to quality improvement and is accredited with AGPAL

# BOWENFELS MEDICAL PRACTICE

## OUR TEAM

### Principals

**Dr Siva Kan**

General Practice, Obstetrics, Anaesthetics

**Dr Hilton Brown**

General Practice, Obstetrics, Anaesthetics

**Dr Richard Stiles**

General Surgery

**Dr Mark Roebuck**

General Practice

**Dr Biing Yin**

General Practice, Obstetrics

**Dr Madhu Tamarasan**

General Practice

**Dr Mark Freeman**

General Practice

### Practitioners

**Dr Wan Sze Yin**

General Practice

**Dr Babak Adeli**

General Practice

### Registrars

Dr Kieran Webb-Sawyer

Dr Angus Hardy

## **Lithgow Sports Medicine**

Dr Madhu Tamarasan

### **Physiotherapist**

Paul Roebuck

### OFFICE HOURS

**8.00AM – 5.30PM**

Monday to Friday

Consultation by Appointment

**Urgent medical problems will be dealt with promptly.**

### AFTER HOURS CARE

**For urgent after hours treatment contact Lithgow District Hospital Emergency Department.**

Your doctor will be contacted if necessary.

**PH: 6350 2300**

### SERVICES AND SPECIAL INTERESTS

Annual check-ups (including Women's Health)

Early Childhood Clinic

Diabetes Clinics and Care Planning

Immunisation

Family Planning

Obstetrics and Antenatal Care

Skin checks and treatment of skin cancer

Workers compensation consultations

Employment/ Insurance Medicals

### **APPOINTMENTS**

Please call 6352 2533 to make appointments. If you need to be seen on the same day please advise the receptionist. This practice makes every effort to reduce the time spent waiting for your consultation. In order to assist us, it is **essential** you specify whether you need a regular appointment (10 min) or a longer appointment (20min, 40 min).

#### **Examples of situations requiring longer appointments are:**

- A patient with a list of problems
- Depression
- A new injury at work
- Full assessments of tiredness, weakness, dizziness, back, chest or abdominal pain.
- Commercial Drivers Licence
- Insurance or Employment medical

**ARE YOU CALLING WITH AN URGENT PROBLEM? YOU MUST TELL THE RECEPTIONIST.**

### **ONLINE APPOINTMENTS**

Regular appointments can now be made online by patients for the following doctors: Dr Biing Yin and Dr Hilton Brown. Please access through our website [www.bowenfelsmedicalpractice.com.au](http://www.bowenfelsmedicalpractice.com.au)

### **HOME VISITS**

May be available to regular patients who are too frail or too unwell to attend the surgery. Home visits usually incur a fee, even if you are on a Health Care Card or Pension.

### **CULTURAL BACKGROUND**

Please inform the staff or your GP of your cultural background. This will assist them with your health checks.

### **PRESCRIPTIONS AND REFERRALS**

**Your GP needs to see you to write prescriptions or referrals.** This is because we wish to provide a professional standard of care. In special circumstances your doctor may provide these over the phone and a fee may apply. This cannot be bulk billed.



### **TEST RESULTS**

Please make an appointment to see your GP if you need to make a follow up appointment, or you may call for your results. When requesting test results you may be placed on the call back list for the Practice Nurse to contact you when available. If your result is abnormal the surgery will contact you by phone or mail.

### **REMINDERS**

We offer a patient reminder system for preventative medicine. From time to time you may receive a reminder in the mail to attend the surgery. If you prefer not to receive any reminder please inform your GP or reception staff.

### **FEES & PAYMENT**

Because of the length of time the doctors usually spend with their patients, this is a non-bulk billing practice. A list of fees is displayed at the reception desk. If you have an enquiry about the costs of consultations please ask your doctor or the staff. Pension, Veterans Affairs and Healthcare Card holders may be bulk billed by some GP's. Payment is expected at the time of consultation and is practice policy. We accept Cash, Cheque, Eftpos, MasterCard and Visa.

### **TELEPHONE CALLS**

When requesting to speak to your GP the receptionist will take details and forward your request to your GP. Your GP may ask the Practice Nurse or Receptionist to relay information back to you, or may contact you between appointments, if possible. **Please specify if the matter is urgent.**

### **YOUR PRIVACY**

Your medical record is a confidential document. It is the policy of this practice to abide by the National Privacy Principals. A copy of the privacy policy is on our noticeboard and on our website.

### **FEEDBACK**

Please tell us if you have any suggestions, compliments or the practice in any way fails to meet your expectations. You are welcome to put your comments in writing to the Practice Manager. You may also contact NSW Healthcare Complaints Commission on 1800043159, the NSW Privacy Commission on 1800472679 or Australian Privacy Commission on 1300363992.