



**31 Eskbank Street
PO Box 431
Lithgow NSW 2790**

Phone: (02) 6353 1113

Fax: (02) 6351 3312

www.bowenfelsmedicalpractice.com.au

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

ESKBANK SURGERY

OUR TEAM

Principals

Dr Mark Freeman

General Practice

General Practice

Dr Wan Sze Yin

General Practice

Dr Babak Adeli

General Practice

Allied Health Services

Physiotherapist

Paul Roebuck

OFFICE HOURS

9.00AM – 4.30PM

Tuesday to Thursday

9.00AM – 1.00PM

Friday

Opening hours vary daily depending

on consulting GP

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 consultation

Employment/ Insurance Medicals



APPOINTMENTS

Please call 6353 1113 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 some GP's. These are subject to practitioner availability. Please access through our website 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.