

**24 Hour Care Arrangements:** Patients of our practice are able to obtain visits from a GP in their home, residential care/aged care facility both within and outside normal opening hours. To obtain care outside our practice's normal opening hours please contact our Afterhours service on (02) 69310 900

**Continuity of Care:** Patients are able to request their preferred GP when making an appointment or attending our practice, Reception staff will ensure that patients have the opportunity to request their preferred GP and accommodate this in the appointment schedule. If patients are unable to obtain an appointment with the GP of their choice they should be advised of the availability of other GPs at this time.

**Consultations:** We allow 10 minutes for a standard consultation. Please notify our reception if you require a longer appointment or if more than one Family member requires an additional appointment. Every effort is made to keep to appointment times but this is difficult due to emergencies, walk-in patients or unexpected longer consultations.

**Online Booking System:** We have an online booking system available. Go to our website [www.glenrockgp.com.au](http://www.glenrockgp.com.au) and click on "Book on Line" and follow the prompts.

**Fees:** While our practice **generally does not bulk bill**, we do try to keep out of pocket expenses for patients as low as possible. Our surgery also offers discounts to Aged Pensioners and health Care Card Holders.

Our fees remain below those recommended by the AMA. The Medicare rebate on your fees can be recouped from Medicare.

Type	Item No	Standard Fee	Pensioner /HCC Fee	Rebate
Level A	3	\$60.00	\$50.00	\$18.95
Level B	23	\$82.00	\$75.00	\$41.40
Level C	36	\$135.00	\$120.00	\$80.10
Level D	44	\$160.00	\$155.00	\$118.00

Accounts must be paid in full at the time of the consultation. If you are experiencing financial difficulties please speak with our Practice Manager

**Prescriptions:** Prescriptions may be written during a consultation. If you need repeat prescriptions please phone for a script appointment. If you haven't seen the GP in the last six months then an appointment to see the Doctor is required.

**Referrals:** Referrals to specialists can be done at time of consultation and are valid for 12 months. You may require another appointment if your referral runs out.

**Results:** It is the policy of this practice for all patients to return to discuss tests results. No results will be given over the phone unless your doctor has specified.

**Reminders:** In addition, the practice sends letters in which a patient is reminded that a recommended investigation (e.g. Pap Test) or procedure (e.g. Immunisation) is due to be performed. Should you not wish to be on our reminder list, please let our staff know.

**Phone Calls:** If a patient rings in and would like to speak with his/her Dr, it will be up to the GP's discretion. A receptionist will normally take a message on the Doctors behalf.

**Non-Smoking Practice:** We provide our patients with a smoke free environment, as smoking is not permitted on our premises.

**Interpreter Service:** To help out GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use an interpreter service where necessary.

**Training & Teaching of Students:** Glenrock Country Practice is an accredited teaching practice. Each Year medical students from Notre Dame University, UNSW and UNE attend and participate in training programs along with Nursing Students from CSU and Allied Health Students. We thank you and appreciate your patients if a student is present during your consultation. You do have a right to decline a student in your appointment also.

**Your Medical Information and Your Privacy:** All doctors at our practice use the computerised Medical Records to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. We have a written Practice Privacy Policy.

Your previous Medical records can be readily accessed from your former medical practitioner after signing a request form. Please speak to the Receptionist.

A copy of our Privacy policy is available upon request.

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

**Your rights:** If you have a problem that can not be overcome by talking to your Doctor or our friendly staff, then you may wish to contact the Medical Registration Board, AMA or Health Complaints Commission  
Locked Mail Bag 18  
Strawberry Hills NSW 2012  
Ph: (02) 9219 7444  
Website: <http://www.hccc.nsw.gov.au>



Our Mission is to provide our communities with quality healthcare services that meet the individual needs of patients, delivering care in a manner and environment that promotes dignity, safety and quality of life.



## Practice Opening Hours

Glenfield Park  
Monday—Friday 8:00am—6:00pm  
Saturday 8:30 am—2:00pm

The Rock  
Monday—Friday 9:00am—5:00pm

Lake Albert  
Monday—Friday 8:30am-5:00pm

Contact Us  
02 69715000

Website: [www.glenrockgp.com.au](http://www.glenrockgp.com.au)  
Email: [yourpractice@glenrockgp.com.au](mailto:yourpractice@glenrockgp.com.au)

**NEW PATIENTS ARE WELCOME**

**The Staff and Doctors at Glenrock Country Practice welcome you. Our goal at Glenrock Country Practice is to provide total and competent general practice to the community in a friendly, efficient and caring environment.**



**Assoc. Prof. Ayman Shenouda** Practice Principal. Dr Shenouda is a fellow of the Royal Australian college of General Practitioners and has a Diploma in Dermatology from the UK. Dr Shenouda interest is in Skin

**Dr Samiha Azab** Practice Principal  
Dr Azab is a fellow of the Royal Australian College of General Practitioners. Dr Azab is interested in Women's Health and Geriatrics.



**Dr Enas Sedrak**  
Dr Sedrak is a fellow of the Royal Australian College of General Practitioners. Dr Sedrak is interested in Women's Health.



**Dr Pittipange Fernando**  
Dr Fernando is a full Time Doctor who started with us in October 2018



**Dr Onele Nwezza**  
Dr Nwezza is a full time Doctor who started with us in June 2019



**Dr Natalia Pospeshnaya:** Dr Natalia is a Full time Doctor who Started working at Glenrock in August 2020.



**Dr Samira Rezeai:** Dr Rezeai is a full time Doctor who started working at Glenrock in June 2022

**Dr Damian Uyagu:** Dr Uyagu Full time Doctor who started working at Glenrock in June 2022

**OUR ALLIED HEALTH PROFESSIONALS**

**Craig Ambler**— Exercise Physiologist  
Hours: Tues 3:30 pm—5:00 pm  
Wed 3:30 pm—5:00 pm  
Friday 3:30 pm—6:00 pm  
Sat 8:00 am—12:00 pm

**Consult Fees:**  
Private: E1 \$80 Initial  
E2 \$ 50 Subsequent  
EPC: 10953 \$ 80 - \$58.30 Rebate back through Medicare

**Joana Hamilton** - Podiatrist  
Hours: Mon 8:30 am – 1:00 pm  
Tues - Friday 8:30 am - 5:00 pm  
Joana also goes to The Rock twice every 10 weeks on a Wed

**Consult Fees:**  
Private: F004 \$ 80 Initial  
F012 \$60 Subsequent  
EPC: 10962 \$80 - \$58.30 Rebate back through Medicare

**Dietitians**  
Hours Mon 8:30 am - 4:00 pm Lake Albert

**Consult Fees:**  
Private: DT01 \$85 Initial  
DT20 \$65 Subsequent  
EPC: 10954 \$85 - \$58.30 Rebate back through Medicare

**Donna Hann** - Diabetes Educator  
Hours: Frid 9:00 am - 5:00 pm Lake albert

**Consult Fees:**  
Private: CD01 \$85 Initial  
CD02 \$65 Subsequent  
EPC: 10951 \$85 - \$58.30 Rebate back through Medicare

**Anne Woodhouse**—Psychologist  
Hours: Monday—Friday 9:00 am—4:30 pm

**Consult Fees:**  
Private: PPA3 \$160  
GPMHP: 80110 \$160 - \$93.35 Rebate back through Medicate

**NURSING STAFF**

**Lisa K:** Registered Nurse: Women's health Nurse

**Lisa H:** Registered Nurse: Asthma Nurse

**Jennifer**

**Nicole**

**Leah**

**Practice Manager:**

Tania Cotterill

**Reception Staff**

Suzanne	Terry-Ann	Patricia
Leah	Kate	Ellen
Jenny	Karen	Shaely
Angel		

**Practice Services**

- Skin Checks
- Immunisations
- Men, Women & Children's Health Checks
- Aboriginal health and Closing the Gap—All Aboriginal and Torres Strait Islanders are BB
- Chronic Disease Management—Asthma Educator, Diabetes Educator, Cardiovascular
- Pap Smears—Performed by your GP or Lisa Kahlefeldt—Accredited Nurse
- Antenatal Clinics
- Travel Advice
- Flu Clinic and on site flu vaccinations
- Company Medicals and Workers Compensation claims
- Group allied health meetings
- Telehealth Appointments.