

Consultations: We allow 10 - 15 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 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.

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

Type	Item No	Standard Fee	Pensioner /HCC Fee	Rebate
Level A	3	\$45.00	\$35.00	\$16.95
Level B	23	\$65.00	\$55.00	\$37.05
Level C	36	\$100.00	\$90.00	\$71.70
Level D	44	\$140.00	\$120.00	\$105.55

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 a six month period 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 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 I 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 repots. 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 Medial 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.

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
 Email: 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.



Dr 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 Cancer.

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 George Hanna
Dr George graduated in 2003. Dr Hanna is interested in Geriatrics, Paediatric and Men's Health.



Dr Fady Michel
Dr Michel has been working at Glenrock Country Practice since March 2011. Dr Michel is interested in Fractures.

Dr Sherif Millad
Dr Millad has been working at Glenrock Country Practice since February 2013. Dr Millad is interested in Mental Health and Back pain



Dr Rodrigo Vargas
Dr Vargas has just started at Glenrock in November 2014. Dr Vargas's interest is in Paediatric, Diabetes and Osteoporosis

OUR ALLIED HEALTH PROFESSIONALS

Craig Ambler— Exercise Physiologist
Hours: Mon 3:30 pm—5:00pm
Tues 3:30 pm—5:00 pm
Thurs 3:30 pm—5:00 pm
Friday 3:30 pm—5:00 pm

Consult Fees:
Private: E1 \$80 Initial
E2 \$ 50 Subsequent
EPC: 10953 \$ 85 - \$52.95 Rebate back through Medicare

Joana Hamilton - Podiatrist
Hours: Tues - Friday 8:30 am - 5:00 pm
Joana also goes to The Rock Once a Month

Consult Fees:
Private: F004 \$ 70 Initial
F012 \$60 Subsequent
EPC: 10962 \$65 - \$52.95 Rebate back through Medicare

Rebecca Padgett - Dietitian.
Hours Thur 8:30 am - 4:00 pm Glenfield
Frid 8:30 am - 12:30 pm Lake Albert

Consult Fees:
Private: DT01 \$85 Initial
DT20 \$65 Subsequent
EPC: 10952 \$85 - \$52.95 Rebate back through Medicare

Donna Hann - Diabetes Educator
Hours: Thurs 9:00 am - 5:00 pm

Consult Fees:
Private: CD01 \$75 Initial
CD02 \$55 Subsequent
EPC: 10951 \$85 - \$52.95 Rebate back through Medicare

Sharee McCormack— Psychologist
Hours: Tues 2:00 pm - 6:30 pm

Consult Fees:
Private: PPA3 \$146
GPMHP: 80110 \$140 - \$84.80 Rebate back through Medicare

Phoebe—Pharmacist. Phoebe is our resident Pharmacist who conducts the Medication reviews For Patients

NURSING STAFF

Lisa Kahlefeldt: Registered Nurse: Women's health Nurse
Lisa Harris: Registered Nurse: Asthma Nurse
Kareena Mendoza: Registered Nurse
Rachel Dwyer: Registered Nurse
Gemma Morris: Registered Nurse

Practice Manager:

Tania Cotterill

Reception Staff

Suzanne	Rosie	Chloe
Terry-Ann	Saya	Patricia
Sarah	Rebecca	Lauren
Judy	Samantha	

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
- Patient information nights
- Company Medicals and Workers Compensation claims
- Group allied health meetings
- Telehealth Appointments.

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.