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**02 4655 5777**

37 John Street | Camden | NSW | 2570

**W**: [www.camdenhealthcarecentre.com.au](http://www.camdenhealthcarecentre.com.au)

**F:** 02 4655 5744

**OPENING HOURS**

Monday-Friday: 8:00am-6:00pm

Saturday-Sunday: 8:00am-5:00pm

Public Holidays: 9:00am-2:00pm

*Closed Good Friday, Christmas Day, New Year’s Day*

**GENERAL PRACTITIONERS**

**Dr Parvesh Kapoor** MBBS   
General Medicine

**Dr Muhammad Khan** MBBS FRACGP  
General Medicine

**Dr Jonathan Lee** MBBS FRACGP  
Geriatrics, General Medicine

**Dr Rojeena Piya** MBBS FRACGP MRCGP DRCOG  
General Medicine

**Dr Sharan Pobbathi** MBBS FRACGP  
General Medicine

**Dr Htin Soe** MBBS FRACGP MRCGP  
General Medicine, Cosmetic Clinic

**Dr Madhuri Urlam** MBBS FRACGP  
General Medicine

**Dr Aung Si Thu** MBBS.FRACGP.MME

General Medicine

**Dr Nan Aint Thazin Htun** MBBS.FRACGP.DCH

General Medicine

**YOUR RIGHTS**

If you have any feedback or a problem, we would like to hear about it. Please feel free to talk to the Practice Manager or the reception staff. You may prefer to write to us or use the suggestion box. We take your concerns, suggestions and complaints seriously, however if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery. You can contact:

NSW Health Care Complaints Commission

Locked Mail Bag 18 | Strawberry Hills |2012

P: 1800 043 159 | E: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

**COMMUNICATING VIA EMAIL**

Our preferred method of communication is via telephone. We do not encourage patients to correspond via email

**MANAGING YOUR PERSONAL   
HEALTH INFORMATION**

All personal health information is confidential but sometimes it is necessary to release information to other institutions e.g Hospital, other Doctors, life insurance companies, Workcover etc. This information will not be released without your prior consent except in the case of serious medical emergency. Staff employed by Camden Healthcare centre, are also bound to strict confidentiality agreements.

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**AFTER HOURS**

For afterhours assistance please phone:

**National Home Doctor 137425**

You will be informed if fees apply.

**For urgent medical attention please call 000**

**APPOINTMENTS**

We run by an appointment system to minimise your waiting time, however urgent cases will be seen on the day. A routine appointment is 15 minutes.

Appointments can be made online via our website [www.camdenhealthcarecentre.com.au](http://www.camdenhealthcarecentre.com.au).

Walk-in appointments are available and will be triaged accordingly.

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment. If you require a longer appointment, please discuss this with the receptionist when booking your appointment.

We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

**HOME VISITS**

Home/nursing home visits can be made if you live within the local area and are too sick to come to the practice.

A visit can be arranged at a convenient time, usually during the doctor’s lunch break or at the end of their session.

It is best to phone early in the day if you require a home/nursing home visit. You will be informed if fees apply.

**For Urgent medical attention please call 000**

**OUR SERVICES**

* On site X ray
* On site Ultrasound and CT Scans
* Dietician
* Podiatrist
* General Surgeon
* ECG
* Health Checks
* Men, Women and Childrens’ Health
* Implanon insertion and removal
* Cosmetic Clinic
* Cryosurgery
* Minor Procedures
* Skin Checks
* Immunisation
* Flu Vaccination
* Antenatal Shared Care
* Weight Management
* Diabetes Care Plans
* Asthma Care Plans
* Osteoporosis Care Plans
* Mental Health Care Plans
* WorkCover
* Driver’s Licence Medicals
* Pre-employment Medicals
* On-site Pathology
* Psychologist
* Physiotherapist

**CANCELLATIONS** If you are unable to attend your appointment, please contact the practice at least four hours before the appointed time so we can re-book the appointment and make another appointment for you.

**FEE STRUCTURE**

AllPatients are bulk billed on weekdays.

On weekends and Public Holidays all current patients are bulk billed, non current patients (that have not visited in last 2 years), will be charged a one off private fee for the first consultation. All consults from then on will be bulk billed for that patient

Patients who do not hold a Medicare Card will be privately billed - a Schedule of Fees is on display at reception. Pre-Employment Medicals and Commercial Driver’s Licence Medicals will attract a fee.

**REMINDER SYSTEM**

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a reminder system for cervical smears, immunisations, blood tests and other preventive health services appropriate to your care. If you do not wish to be part of this system, please advise your doctor or our reception staff.

**SCRIPTS**

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see your doctor so that the medical condition for which the scripts are written can be checked.

**REFERRALS**

All referrals require an appointment. We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist.

**INTERPRETER SERVICES**

**National Relay Service (NRS)**

*Phone access*service*for people who are deaf or have a hearing or speech impairment*

Phone: 133 677

**Translating and Interpreting Service (TIS)**

*For patients who require an Interpreter*

Phone: 131 450

**COMMUNICATING WITH YOU**

Your doctor is available by telephone during opening hours; however because calls may inconvenience other patients while having their consultation, messages can be left for the doctor to return at the end of the day.

In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to a clinical staff member.

Please note this practice does not use emails to communicate with our patients.

**TEST RESULTS**

Test results require an appointment with your Doctor.

Your Doctor will ask you to return for the results of a test rather than telephone.

On Some occasions your Doctor may feel it’s suitable to give the results over the phone. In this case the Doctor will ask you to phone for the results.

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