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Web site: www.riverwoodmedical.com.au

WELCOME TO THE PRACTICE

Thank you for visiting Riverwood Medical, a brand new medical centre amalgamated from three established local general practices in Riverwood. We aim to provide high quality medical and personal care. Our objective is not just to solve medical problems but to help our patients improve their health, well-being and enjoyment of life. We hope you will feel comfortable here.

The practice operates under an "appointment system", however if you are facing a real medical emergency we will do our best so one of the doctors can see you right away. Despite this last statement patients with appointments will get priority over patients who have not made an appointment. Please ring 9584 1900 for an appointment. Every effort will be made to accommodate your preferred time. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment. We will try our best to fit all patients, but under some circumstances we may have to defer to a later time and or date.

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Riverwood Medical has recently become a training facility giving the chance to young doctors (Registrars) to increase their knowledge and skills in different areas of general practice.

Registrars are fully qualified doctors having worked in the hospital system for at least 3-4 years. They are now in the process of obtaining their qualification as GP's, hence they are called GP registrars. Whilst they are going through this process, they can request advice and guidance from any of the senior doctors (Dr Wu, Dr Chen, Dr Koutsoullis and Dr Yip) in order to provide the quality medical service, you deserve.

We can assure you that they will be doing their best in order to properly address any of your medical concerns.

Our Doctors

Dr Elton Chen, MBBS, FRACGP

Graduated from the University of Sydney in 1996, Dr Chen has a fellowship with Royal Australian College of General Practitioners (RACGP) and is a member of the Australian Medical Association. He is also an Authorised Medical Practitioner by WorkCover of NSW. He has many years of experience in all aspects of General Practice. He has worked at several hospitals in Sydney and also practiced at a country practice previously. He settled in the Riverwood in 2003. Dr Chen speaks fluent Mandarin

Dr Chen recently became an accredited supervisor of General Practice Registrars for the RACGP.

Dr Kypros Koutsoullis, MBBS

Graduated from the University of Sydney in 1983, Dr Koutsoullis has been in solo general practice in Riverwood for 27 years, and is interested in all aspects of medicine. He speaks fluent Greek.

Dr Richard Yip, MBBS

Graduated with honours from the University of Sydney in 1971, Dr Yip received his post graduate training at the Royal Prince Alfred Hospital, the Prince of Wales Hospital, and the Royal Children's Hospital Camperdown from 1971 to 1975. He has been in general practice in Riverwood since 1976, and has a special interest in paediatrics apart from general family medicine.

Dr Josephine Wu, MBBS

After graduated from the University of Sydney in 1979, Dr Wu completed 2 years of residency in the Prince of Wales/Prince Henry Hospital. She started her own practice in Punchbowl in 1983, but due to family commitments she left her own practice in 2001 and started part-time work in group practices in Rosebay, Newtown and Riverwood, as well as lecturing at the University of Technology Sydney. She has interests in all aspects of general practice and speaks Cantonese and Shanghainese.

Dr Wu recently became an accredited supervisor of General Practice Registrars for the RACGP

Dr Anish Ahmed MBBS, FRACGP

Dr Anish Ahmed is a UK trained General Practitioner with over 17 years of clinical experience, enjoying comprehensive General Practice care. Dr Ahmed believes the true reward in General Practice lies in the unique opportunity it affords patients for continuity of care over many years.

Dr Ahmed achieved the UK membership with the Royal College of General Practitioners in June 2005. Since then, he has worked in a variety of General Practices throughout the United Kingdom, including areas of high clinical need. This has provided valuable exposure to patients presenting with cancer, diabetes, respiratory illness, smoking, alcohol and drugs related complaints, teenage pregnancies and a wide range of mental health conditions. In May 2009, he became a GP Principal of a friendly family practice in North East London, with the aspiration of caring for and giving back to the local community he grew up in.

In 2012, his career pathway took on a new challenge. He relocated his family to Australia and embarked on a career in General Practice in Sydney.

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Away from work Dr Ahmed enjoys spending quality time with his family and is dad to 3 young children. He loves travelling the world and is a passionate “foodie”. He has a particular interest in languages and hopes to one day be able to study a foreign language.

Dr Michael Pham, MBBS

Dr Michael Pham graduated from Western Sydney University in 2013. He received his postgraduate training at Westmead Hospital, Auburn Hospital and Coffs Harbour Base Hospital. He cares deeply about mental health, with a particular interest in depression and anxiety disorders in young adults.

Allied Health Professionals

Mrs Tina Koutsoullis, Physiotherapist

Graduated from the University of New South Wales with Bachelor of Science, Master of Science, and Bachelor of Applied Science (Physiotherapy) at the University of Sydney. Tina has special interest in upper limb injuries, physiotherapy in dentistry and neurology, trigger point therapy and dry needling. She is married with 4 children and speaks fluent Greek.

Ms Carlyne Hanna, Dietitian

Carolyn is an Accredited Practicing Dietitian (APD) and Accredited Nutritionist (AN). Since graduating, she has worked in private practice all over Sydney, and has gained experience providing nutrition education and counselling to patients and their families with an array of medical conditions. These conditions may include:

- Diabetes and Pre-diabetes
- Hyperlipidaemia
- Hypertension
- Weight loss
- Food Intolerances and Irritable Bowel Syndrome
- Malnutrition, and many others.

Carolyn believes in having a positive approach towards eating with realistic goals. Her aim is to make you feel confident making healthy choices that lead you to a happy and healthy lifestyle, and help you manage chronic disease.

Ms Ruby Chen, Podiatrist

Ruby Chen graduated from Queensland University of Technology in 2010. She has worked in various podiatry settings, including hospital, aged care and private practices all over Sydney. She is experienced in treating the elderly and the high-risk population. She is able to treat biomechanical pathologies, diabetic foot care and wound management. She can provide orthoses prescription.

Ms Mingga Anggawan, Psychologist

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Mingga is Medicare provider under Better Access to Mental Health and ATAPS program. She has been supporting clients with anxiety and panic disorders, depression, grief and loss, sleep problems, substance abuse, anger management and other conditions. She is a WorkCover provider for return to work and rehabilitation program.

She has over 12 years' experience as Psychologist and Senior Psychologist in NSW government agency providing assessments and behaviour management strategies for clients with intellectual disabilities and their families, including Autism Spectrum Disorder and other diagnosis. She also conducts comprehensive assessments using psychometric tools for academic and education purpose, for independent living skills in disability, ageing and dementia.

Currently, she is finishing her Master Degree in Coaching Psychology from University of Sydney. She has been providing counselling and facilitating, supportive conversations to develop strategies in parenting, personal relationship, work and employment, to achieve career goals, personal growth and well-being.

Prior to full-time practice in psychology, she worked in marketing and advertising for multi-national agencies, in recruitment and in government agencies for various roles.

Mingga also speaks Indonesian and works with clients from various cultural background, and is the Psychology Registration Board Approved Supervisor for psychologist-in-training

Registered Nurses

Kellie
Ly
Fiona

Admin and Support Staff

Eddie: Practice Manager

Gaye: Full time receptionist

Stephanie: Part time receptionist

Cathy: Part time receptionist

Jane: Part time receptionist

Sandy: Full time receptionist

Jeanette: Part time receptionist

PRACTICE HOURS

Monday 8am-6pm

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Tuesday	8am-6pm
Wednesday	8am-6pm
Thursday	8am-6pm
Friday	8am-6pm
Saturday	8am-1pm
Sunday	Closed

AFTER HOURS ARRANGEMENTS

For emergencies, outside of normal surgery hours please contact: Sydney Medical Services **Home GP** 8724 6300. It opens generally till 10pm and is the preferred place to seek medical help other than the hospital emergency department. In case of an extreme emergency or life threatening situation dial 000) or go directly nearest hospital **Accident and Emergency Department**.

HOME/NURSING HOME VISITS

The Doctors make local area house/nursing home calls in times of emergency and when it is deemed safe for them to do so. Please inquire at reception for the charges associated with this service. House calls are only available for regular patients of this practice and at the discretion of the treating General Practitioner. The Doctor at this surgery reserves the right and discretion for home visits. These may be privately billed.

COMMUNICATION POLICY

You may contact the doctor by telephone if you are concerned about any aspects of your own or your children's health or to discuss the practice itself. If the doctor is busy with another patient a message will be taken and the doctor will return your call at his or her earliest convenience. If at all possible the doctor would prefer to see you personally as this usually results in improved communication. Emergency telephone calls will be dealt with immediately.

To facilitate continuity of care, patients need to have access to a GP via telephone or electronic means to discuss their medical care when a consultation is not considered clinically necessary.

Our practice does not charge a fee for telephone communication.

GPs and other clinical staff need to make time to return phone calls during the day, and where 'clinically significant' information is discussed, a note must be made in the patient's health record.

To ensure effective patient telephone contact, reception staff need to be trained:

- to ask callers for their permission before placing them on hold in case of an emergency
- to identify situations when it is appropriate to transfer telephone calls to GPs or other clinical staff
- to identify situations where it is appropriate to interrupt patient consultations.

Doctors of this surgery take or return all phone calls. If the call is urgent it should be transferred the appropriate Doctor immediately, otherwise if the Doctor is with a patient, a message should be taken and he/she will return the call between consultations.

Other means of communication with the practice are e-mail, e-mail via our web site and by suggestion box located at reception.

PRACTICE BILLING PRINCIPLES

Most of the consultations are bulked billed to holders of a current Medicare or Repatriation card. Exceptions will be those patients who are accessing specialty medical services who will be billed privately. The clinician will let you know in advance if there is a charge.

Patients without a current Medicare card will be charged \$72 for a standard consultation or \$118 for a long consultation (over 20 minutes).

SERVICES PROVIDED

The wide range of services available in this Medical Centre ensures well co-ordinated and appropriate medical care. Specific areas of expertise include:

- Baby, Childhood Health, Asthma and Immunisation
- Skin Cancer assessment and treatment – removal of moles and cryotherapy
- Family planning, pregnancy tests, breast examination, pap smears, menopause and HRT
- Men's health and Prostate screening
- Heart risk assessment, i.e. ECG
- Overseas travel vaccinations
- Pre-employment medical examinations
- Workers Compensation/CTP claims (treatments and assessments)
- Counselling
- Preventative medicine
- On site pathology
- Australian Hearing test and dietician can be organised by appointment

HOW TO ACCESS AND TO AMEND PERSONAL INFORMATION

Individuals have the right to access personal information held by Riverwood Medical. We will kindly request you to formalise your request at the front counter. If you also request your medical records to be sent to a different practice, please make sure to ask your new practice to formally request your records from us

The will no fee involved to this procedure.

YOU MAY ALSO REQUEST

Test Results – Cannot be given over the telephone as these results are very important and may need explanation. It is vital that no misunderstanding will occur. The results will only be given to the patient by the doctor.

Repeat Prescriptions- In the interest of good medical care, the doctor will normally need to see you for a repeat prescription.

Medical Certificates- These are legal documents. They are only available if you are present for consultation. We cannot issue certificates without you seeing the doctor and we are not permitted to issue certificates retrospectively.

WORKERS COMPENSATION AND THIRD PARTY CONSULTATIONS

All worker's compensation and third party consultations are charged at standard AMA rates. You may choose to pay at the time of consultation (this applies only to first time consultations as at this stage the case has not been approved) or an account will be posted out to your employer or insurance company.

REMINDER/RECALL SYSTEM

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder/recall system. We may issue you with a reminder/recall notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor or reception know.

YOUR SUGGESTIONS AND FEEDBACK

We constantly strive to give you the best possible care and attention. Please tell us if you have any suggestions or ideas as to how we can improve any aspects of our service by filling out a suggestion response sheet.

Please feel free to visit our web site, this is another way you can communicate with us.

As your suggestion and feedback is important we would like to share with you some of the improvements we have made in the last two years of working as Riverwood Medical

- **Prioritisation of medical emergencies**
- **Increase of clinical services**
- **Increase of clinicians**
- **Allied Health professional on site**
- **Creation of the practice Web Site**
- **Clinical conditions information sheets available in our web site**
- **1300 GP Service available for afterhours medical emergencies**
- **Tanita Body composition analyser**
- **Hearing Clinic**
- **Flu Clinic**
- **Further training for our clinicians and admin staff**
- **Suggestion box**
- **Pharmacy on site**

HEALTH COMPLAINTS CONTACTS

- **HUMAN Rights and Equal Opportunity Commission**, Complaints Info line: 1300 656 419
- **COMMONWEALTH and ACT OMBUDSMANS** Phone: 1300362072;
- **HEALTH CARE COMPLAINTS COMMISSION: New South Wales** toll free 1800 043 159

- **AUSTRALIAN CONSUMERS ASSOCIATION 1300 302 502**