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Web site: www.riverwoodmedical.com.au

**WELCOME TO THE PRACTICE
(Updated March 2024)**

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 or alternatively access our web site or download the Hot Doc app. 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>

Our Doctors are independent contractors

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 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 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 Ling Yan MBBS, MMedSc, FRACGP

Dr Ling Yan completed her medical degrees at Shanghai Jiao Tong University School of Medicine. An interest in medical research led her to come to Australia where she completed a Master of Medical Science through the University of Newcastle in 2004 and worked in cardiac research in Sydney at the Heart Research Institute for a few years. She then returned to clinical medicine and had her training in a variety of hospitals including John Hunter hospital, Maitland hospital, and Manning Hospital. Dr. Yan undertook General Practice training from 2013 and became a fellow of the Royal Australian College of General Practitioners in 2015.

Dr Yan enjoys the diversity of general practice and has interests in preventive health, paediatrics, women's health and dermatology and is skilled in performing minor surgical skin procedures. Dr Yan speaks English, Mandarin and Shanghainese.

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.

Dr Shakif Shakur MBBS (Hons) DCH MPH/MPH

Dr Shakif Shakur graduated from Western Sydney University in 2015. He worked as a Junior Medical Officer at Campbelltown and Bankstown Hospitals before commencing GP training. He has completed a Masters of International Public Health / Masters of Public Health at UNSW. He enjoys the diversity of General Practice.

Dr Sara Whimster

Dr Whimster is an experienced GP with a special interest in women's and children's health. She obtained her medical degree through Otago University, New Zealand, she also has a Diploma in Child Health through Westmead, Diploma of Obstetrics and Gynaecology through RANZCOG, she is a Fellow of RACGP, GP supervisor of General Practice registrars with GP Synergy, Secretary for the St George Division of General Practice, GP representative on the St George and Sutherland Antenatal Shared Care Committee and the CESPAN aged care committee. Sara believes in a patient centred holistic approach to medical care. She values continuity of care through appropriate follow up and clear communication with patients and other health care providers to ensure the best patient outcomes.

Dr Morgan Jacob (BMedSci-MD)

Dr Morgan Jacob is an empathetic, engaging and experienced medical professional with significant experience in managing complex medical problems as a result of his physician training at Westmead Hospital before transitioning into General Practice. His experience in working at hospitals and general practices across Sydney has resulted in strong interpersonal skills and a holistic approach to patient care. He enjoys the diversity of general practice and partnering with his patients to reach their long-term health goals.

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 Minggu Anggawan, Psychologist

Minggu 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.

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

Mr Jordan Chen, Podiatrist

Jordan graduated from Western Sydney University with a Bachelor of Podiatric Medicine. Jordan enjoys all aspects of podiatry including general nail/skin care, diabetic foot assessments, biomechanics, orthotic therapy, dry needling and sports podiatry. Growing up as a student who played several sports such as soccer, cricket and table tennis, Jordan understands the impact of footwear and biomechanical imbalances in sporting injuries. Additionally, Jordan has assisted in manual labour work with builders and highly appreciates the need for appropriate safety footwear for the prevention of construction-related injuries. His desire for podiatry continues, especially in lower limb biomechanics and hopes to provide an influence in the field by further developing his clinical knowledge and skills. Jordan prioritises his patients first and believes in providing an accurate diagnosis and a holistic approach for patients of various activity levels. Jordan is an Australian-born Chinese and can speak conversational Cantonese and Mandarin.

Registered Nurses:

Shalesni

Mylinh

Jamie

Samyah

Admin and Support Staff

Eddie: Practice Manager

Sandy: Office Manager

Gaye: Full time receptionist

Cathy: Part time receptionist

Jane: Part time receptionist

Stephanie: Part time receptionist

Katelyn: Part time receptionist

Madalene: Part time receptionist

Grace : Part time receptionist

PRACTICE HOURS

Monday	8am-6pm
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, MIXED BILLING PRACTICE

We are predominately a bulk billing practice, however as of 01st of November 2023 private fees were introduced for all consultations, with the exceptions of any one holding a concession card or younger than sixteen years old. These patients will still be bulk billed.

Patients without a current Medicare card will be charged \$80.00 for a standard consultation or \$130.00 for a long consultation (over 20 minutes).

Please request from our friendly staff the consultation fees for minor surgical procedures and allied health services, as these will not, all the time, be bulk billed.

FAIL TO ATTEND POLICY

This policy has been introduced as we would like to help patients to improve their prompt access to appointments and therefore services available.

Patient who fails to give us a reasonable time notice, at least 4 hours before the scheduled time, will be informed of the consequences of not following the above-mentioned policy

Patient's reasons for not attending, will individually be assessed, however these general rules will apply:

- If you fail to attend appointments without informing us, we will write to you asking if there are any specific problems preventing you from letting us know.
- If you repeatedly fail to attend for appointments, you may be removed from the practice list and have to find an alternative medical practice
- If the above applies and if you would like to continue attending our practice, you will have to pay a cancellation fee of \$40.00

SERVICES PROVIDED BY OUR INDEPENDENT CONTRACTORS (CLINICIANS)

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

There will be 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 SYSTEM

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder 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 receptionists 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

- **Australian Human Rights Commission: 1300 369 711**
- **HEALTH CARE COMPLAINTS COMMISSION: New South Wales toll free 1800 043 159**
- **OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER 1300 363 992**
- **AUSTRALIAN CONSUMERS ASSOCIATION 1300 302 502**