

**Our Mission:**

We strive to provide the best medical care available to us. We have 4 General Practitioners, 2 females and 2 males. We have a fully equipped treatment room with a Registered Nurse on duty Monday – Friday. All our staff have ongoing learning so that they are up to date with the latest in health care. We pride ourselves on being a family practice with patients from newborn to elderly.

**Opening Hours:**

Monday – Friday 8:30 – 5:00pm Saturday 8:30-12:30pm (may differ)

**After hours contact number:** 13 74 25 (13sick)

**Our Team: (more information can be found on our website)**

General Practitioners: Dr Tho Pham, Dr Jennifer Lam, Dr Peter Ward, Dr Phillip Han

Dentist: Anne Nguyen

Practice Nurse: Anjila Kaur, Katja White

Psychologist: Jessica Koch

**Appointments:**

Standard appointments – 15min or long appointments – 30mins. Please call: 9488 8849 or book online 24/7 via HotDoc. If you require an urgent appointment, please advise the reception staff. Our Practice uses HotDoc as an appointment reminder system. Please be aware that you can request your preferred GP.

**Cancellation Policy:**

We require 2hrs notice for any medical appointment changes or cancellations and 24hrs notice for any Dental appointment changes or cancellations. If you cancel within the respective time frames you will receive a non-attendance invoice for \$50.

**Billing:**

We are a mixed billing practice Monday-Friday.

Fees and charges are clearly displayed at the reception desk.

Senior pensioners, DVA, children under 16yrs are bulk billed for medical services Monday – Friday No bulk billing available on Saturday.

Standard >20min \$85 Long <20-40 \$160 - We will submit to Medicare on patient's behalf and patient will receive the rebate into their nominated bank account.

Dental service costs vary and are patient specific. Please make a dental appointment to obtain a quote.

**Home/Nursing Home visit Policy:**

Home and Nursing home visits can be requested via reception. We do home visits for existing patients only and within a 2km radius. Home visits will incur after practice hours fees and are restricted to those patients that are approved by the doctor.

**Emergency contact Numbers:**

Emergencies dial 000

Poisons Information 131 126

**Referrals, Scripts Policy:**

Please make an appointment for any scripts or referrals. This is to ensure that you are receiving the best medical care we can provide.

**Results Policy:**

Discussion of test results is best done at a follow up appointment with your GP. The doctor will make this arrangement with you at the time of your consultation. It is not possible for reception staff to give patient test results over the telephone.

**Telephone/Email Access:**

Doctors are available in medical emergencies to take telephone calls. Patients can request a call-back within 48 hrs for non-urgent matters. Emails are not used for patient communication. Please call practice.

**Privacy Policy:**

Your medical records are private and confidential, and only available to authorised members of staff. All information at Pymble Medical & Dental Centre is managed in accordance with the national Privacy Principles of the Privacy Act, available at [www.privacy.gov.au/health](http://www.privacy.gov.au/health)

**Reminder System:**

Our practice offers enrolment in a computer-based reminder system for review of Paps test, diabetes, blood pressure, cholesterol, health assessments, vaccinations, skin check-ups and dental appointment. If you do not wish to be part of this system, please advise reception staff. We also participate in the State. Territory Reminder System.

**Facilities:**

Our facilities are state of the art, fresh and modern and we offer full disabled access to all areas as well as free Wi-Fi and baby change facilities.

**Patient Feedback:**

Our goal is to provide a quality, caring service. If you have any concerns or suggestion, please contact our Principal GP, Dr Pham or your health care provider in person, by phone or in writing. We will be extremely grateful to receive feedback. We have a suggestion box at reception. If your concerns are not resolved you may approach, Health Care Complaints Commission. Locked bag 18, Strawberry Hills NSW 2012

**Allied Health:**

We have a Psychologist (Jess Koch) please see reception for more information.

**Medical Services:**

Women's Health including Implanon & Mirena placement, pap smears  
Share Care Antenatal  
Children's Health & Vaccinations  
Men's Health  
Minor Surgery  
Travel advice & vaccinations including Yellow Fever  
Skin cancer screening  
Management of Chronic disease  
Medical for pre-employment & driving  
Mental Health counselling  
Iron Infusion  
Health Assessments

**Dental Services:**

General dentistry  
Cosmetic dentistry  
Smile makeovers  
Invisalign  
Implants  
Teeth Whitening  
Custom mouthguards