

NEW PATIENT INFORMATION SHEET

At PBB Health Centre, it is our goal to provide you with quality health care. In order to achieve this, it is important that we provide you with up-to-date and accurate information. Consultation is ideally by appointment however walk in appointments may be available. Urgent appointments usually can be accommodated. Please advise the Receptionist if you require a long consultation (longer than 15 mins) when making your appointment.

OUR TEAM

MEDICAL

Dr Roberta Leary (MB. BSc. Hons)
Dr Bijal Ghelani (MBBS GDPH FRACGP)
Dr Varun Nanda

MIDWIFERY

Jane Palmer (Medicare eligible)
Emma Fitzpatrick (Medicare eligible)
Janine O'Brien (Medicare eligible)
Jaga Brun

LACTATION CONSULTANTS

Jane Palmer (IBCLC)
Emma Fitzpatrick (IBCLC)

ALLIED HEALTH

Rhona Barker (Psychologist)
Celica Hua (Dietitian)
Jan Baxter (Yoga Teacher)
Janine O'Brien (Calmbirth Practitioner)

NURSING

Jane Palmer (Medicare eligible)
Emma Fitzpatrick (Medicare eligible)
Janine O'Brien (Medicare eligible)
Jaga Brun

PBB HEALTH CENTRE CONTACT DETAILS

PBB Health Centre

13A Buller Street
North Parramatta NSW 2151
Phone: (02) 9890 7755
Fax: (02) 9613 3999

Opening Hours: Monday to Friday 9am to 6pm
Email: office@pbbhealthcentre.com.au
Web: www.pbbhealthcentre.com.au

FIRST APPOINTMENT

Your first appointment with us will be longer than usual. Either the practice nurse or doctor will need to gather a full history to help ensure we provide you with appropriate health care. Your history includes gathering pertinent information such as medicine and food allergies, current medications, your family history, and your past medical history.

MEDICARE CARD AND HEALTH INSURANCE INFORMATION

On your first visit please bring the following (if applicable): Medicare card, DVA card, concession card and private health insurance card.

SCHEDULED FEES

Visits to our doctors are bulk billed. Special procedures such as IUD insertion may incur an additional cost. These costs will be discussed with you in advance. Visits with our Medicare eligible midwives, psychologist and dietitian are privately billed (there may be out of pocket costs). Please speak to reception about costs associated with allied health services. Payment is required at the time of consultation.

RECORDS RELEASE FORM

If you would like your medical records transferred to the PBB Health Centre, ask us for a records release form. This form is used to give another doctor permission to transfer your medical records to our clinic. It is important that we have as complete a record as possible of your health history, vaccine records, and past pathology results and letters from specialists.

MISSED APPOINTMENTS

We ask you to notify our clinic as early as possible if you need to cancel an appointment. If a scheduled appointment is missed, you will be billed \$30.00 for each occurrence. By cancelling the appointment in a timely fashion you create an opportunity for another patient to be seen. We thank you in advance for your cooperation.

LATE FOR AN APPOINTMENT

The practitioners of PBB Health Centre make every attempt to maintain a timely schedule. However this is not always possible. We believe that it is of the utmost importance to give our full attention to each patient and family, and ensure all their questions and concerns are addressed. This may sometime cause a slight delay.

In trying to maintain our schedule, some difficulty may arise when a patient arrives late. We understand there are numerous reasons why this may occur. Again we ask for your courtesy in calling our clinic, notifying us that there is a delay and providing an approximate time of arrival. If you will be more than 30 minutes late for your scheduled appointment, your practitioner will be informed and he/she will determine whether it is better to have the appointment rescheduled for later the same day or for another day.

MEDICAL CARE AFTER HOURS

When our clinic is closed you can contact Sydney Medical Service which offers home visits for treatment of illnesses requiring attention. This service provides backup if you are unable to see your doctor within normal clinic hours, or if you have a medical condition which cannot wait until the next day. Sydney Medical Service communicates with your doctor at the PBB Health Centre to facilitate continuity of your treatment and ongoing care. Sydney Medical Service can be contacted by telephone on (02) 8724 6300.

PHONE CALLS AND ELECTRONIC COMMUNICATION

In an effort to maintain patient confidentiality and to minimise disruption, Doctors do not accept phone calls when in consultation except if it is an emergency. They may accept calls between consultations but will usually call the patient back. Confidentiality cannot be guaranteed with email communication. If you wish to communicate with us via email a consent form must be signed first (form is available from reception).

FOLLOW UP OF RESULTS

Our practice has a system in place to follow up tests and results, reports and clinical correspondence where there is concern about the significance of the test or result. We will contact you by phone or mail if follow up is required. Results cannot be provided to you over the phone.

FEEDBACK

Our practice welcomes feedback. There is a feedback box available in the waiting room. A feedback form is available at reception. If you have a complaint please ask to speak to the practice manager.

In NSW contact phone number for the Health Care Complaints Commission is 1800 043 159.