Life Medical Clinic Bexley

Practice Information **Shop 2/ 2A Sarsfield Circuit, Bexley North, 2207** **P: 8004 9040 F: 8599 8930** ***By Appointment Only***

Monday – Friday:	8.30am – 1:00pm, 2.00pm – 5:30 pm
Saturday:	8:30am – 11:30am
Sunday & Public Holidays:	Closed
Home Visits:	Home visits are only provided for regular patients who are immobile or have severe illness. Fees may apply.

After Hours Services: **Sydney Medical Service: 02 8724 6300, National Home Doctor: 13 74 25**
Health Direct Hotline [Registered Nurse 24 hr advice line]: 1800 022 222

Our Practice
Welcome to Life Medical Clinic Bexley. Our vision is to provide high quality, holistic care that is accessible to all people in the local area.
We offer general practice services, women's and children's health, antenatal & post-natal care, Implanon & Mirena (IUD) removal and insertion & cervical screening (previously known as pap smear).

For continuity of care, we believe it is important to have one primary doctor, and we encourage you request to be booked with them.
In their absence, all doctors can access your clinical records.

Appointments are 15 minutes long. Longer appointments should be requested if multiple health issues need to be addressed.
We do strive to run on time but due to the complexity of medical issues, sometimes this may not happen.
We will inform you of any waiting period when you arrive, and kindly ask for your patience.

***We need at least 2 HOURS notice to reschedule or cancel an appointment, otherwise a $40 'Did Not Attend' fee will be charged (non-rebateable)**

Our Team
DOCTORS: Dr Glorina Susanto, Dr Jo Thomas, Dr Jimmy Cheng, Dr Gordon Lee, Dr Kevin Lee, Dr Ariella Smith & Dr Emily Stephens
ALLIED HEALTH: Ms Melinda Lu, Dietician
PRACTICE MANAGER: Samah Michail
RECEPTION: Christine Shannon, Surita Alyono, Leanne Allnatt, Sonya George, Josephine Nip, Valerie Hanna, Henny Matias

Billing
Our practice has mixed billing. Gap fees between $35-$45 will apply at consultations.
Bulk billing is available for all patients below 16 yrs (once they turn 16, fees will apply), aged pension, health care card and DVA card holders.

If you do not have a valid Medicare card, you will need to pay for each consultation, after you finish seeing the doctor.
Other possible costs may apply for some investigations and treatments. Please direct any queries to your doctor.

Workers' Compensation and CTP accounts will be invoiced directly to the insurer, providing we have the current claim details; otherwise, you will need to pay the account & seek reimbursement from the insurer.

Preventative Care/ Recall System
Our Practice is committed to preventative health care. To foster this, we may send you a reminder letter from time to time, or the doctor may ask you to return for follow-up or further investigations. If you **DO NOT** wish to be part of this system, please let us know at reception.

Prescriptions & Results
You will generally need to make an appointment with your doctor for all prescriptions and test results. Most results are available in 5 days.
Reception staff are **not** permitted to discuss results with you.

Communication
The doctors are happy to respond to your calls; however, messages are generally taken if the doctor is with a patient.
If your call is an emergency, then please indicate the nature of emergency to the reception staff and the call will be put straight through.

Urgent Cases
Please notify the staff immediately if you feel you need immediate medical attention.
For example, shortness of breath, chest pain, palpations, severe pain, vomiting, or anything that you are worried about.

Privacy
This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure this information is only available to authorised members of staff. You have the right to access your personal health information (ID will be required). Please ask our receptionist for a copy of our privacy policy.

Interpreter / Communication Service:
Patients who do not speak or read the primary language, English, or who have special communication needs are offered the choice of using the assistance of a language service to communicate with the Doctor. Please notify the receptionist if you or your family needs this service.

Patient Rights:
Our doctors encourage our patients to participate in decisions about their healthcare. If you have any questions regarding the purpose, importance, benefits, risks and possible out of pocket costs associated with your treatment, don't hesitate to speak with them.

Quality Control
All our clinical staff are committed to ongoing medical education and meet the requirements of their professional accreditation bodies. The practice facility is accredited by AGPAL, which is a general practice accreditation organisation, to ensure that practice complies with the highest standards of general practice. We undergo a three yearly accreditation cycle. For more information on AGPAL visit www.agpal.com.au

Feedback
If you have any feedback or suggestions, please drop a note in our "Suggestions" box or discuss them with the doctor or practice manager.
If a serious complaint needs to be taken further, contact the Health Care Complaints Unit on 1800 043 159.

This practice does not communicate with patients via email or social media. Please call us for all queries.