Practice Information

Life Medical Clinic Botany

G01 / 1084-1088 Botany Rd, Botany NSW 2019
P: (02) 9188 1122 F: (02) 9188 1121

Monday – Friday:	8:00 am – 6:00 pm (Appointments only)
Saturday:	8:00 am – 12:00 pm (Appointments only)
Sunday & Public Holidays:	Closed
Home Visits:	Home Visits are only provided for regular patients unable to attend the practice due to immobility or severe illness. A cost may be incurred.
After Hours Services:	Sydney Medical Service, P: (02) 8724 6300

Our Practice

Welcome to Life Medical Clinic Botany. Our vision is to provide lovingly innovative, 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 insertion, Pap smears, skin checks and minor skin surgery

For continuity of care, we believe it is important to have one primary doctor, and encourage that you request to see them when booking appointments. In their absence, any doctor you visit within the practice is able to 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, & kindly ask for your patience

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

Our Team

DOCTORS: Dr Charles Ellis, Dr Ratnawaty C Djajadikarta, Dr Cedric Meyerowitz, Dr Daniel Jin, Dr Priya Rajaendran, Dr Urna Rahman
ALLIED HEALTH: Andrew Wang (Physiotherapist), Donna McCarthy, Leanne Fuller (Registered Nurses)
RECEPTIONISTS: Samah Michail (Practice Manager), Surita Alyono, Shiely Sujipto, Rachel Prestwidge, Evelyn Lee, Monita Petersen, Bethany Doran, Josephine Pirzada

Fees

Our consult fees incur a $44 - $55 gap payment. Bulk-billing is available for eligible patients (Centrelink Concession Card / Pension Card holder, children 0-15 years)

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 and 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

Results

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

Prescriptions / Referrals

An appointment is recommended for prescriptions and referrals. Existing patients may choose to order scripts or referrals through our website (fees will apply). It is ultimately at the doctor's discretion whether or not to complete the online script/referral request, or to request the patient attend for an appointment

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. We do not communicate with patients via emails or social media

Urgent Cases

Please notify the staff immediately if you feel you need immediate medical attention (For example shortness of breath, chest pains, 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 maintain security of personal health information at all times 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 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 need this service

Patient Rights

Our doctors encourage every patient's right 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. There is also a range of brochures and leaflets available to support your decisions in the waiting room

Quality Control

All our clinical staff are committed to ongoing medical education and meet the minimum requirements of their professional accreditation bodies

Complaints & Feedback

If you have any complaints 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 elsewhere, contact the Health Care Complaints Unit on 1800 043 159

This practice has a no smoking policy