Practice Information

Important Information – Please keep for future reference.

Shop 162, 822 Bourke Street, Waterloo, 2017
P: 8399 0611; **F: 8399 0621**;
Online booking is available: https://lifemedicalclinic.com.au/waterloo/

Monday – Friday **Appointments only**	8:30am – 1pm (last appt. 12:30pm) 1pm -2pm (Closed for lunch break) 2pm – 6pm (last appt. 5:15pm) ***Standard appointments are 15 minutes.*** ***Please ask for a longer appointment if multiple health issues need to be addressed.***
Saturday **Appointments only**	8:30am – 12pm (limited spaces available)
Sunday & Public Holidays	Closed
Appointment bookings:	Bookings can be made in person, by phone **(8399 0611)** or through online bookings https://lifemedicalclinic.com.au/waterloo/ **NB. $40 'Did Not Attend' fee applied when cancellation or changes of appt. less than 2 Hour Notice.**
Home Visits	Home Visits are only provided for sound medical reasons and at the doctors' discretion; and to dedicated patients of the practice who are physically incapacitated. There is a cost involved – please ask reception for further details.
After Hours Service	**Sydney Medical Service, P: 8724 6300** This service covers for our practice when we are closed. The service is free to patients with a valid Medicare card.

About our Practice:

Life Medical Clinic was established first at Waterloo in July 2006. We aim to provide holistic comprehensive care, and believe this occurs when a relationship is built over time. For continuity of care, we believe it is important to have one primary doctor, and we encourage that you request to see your primary doctor when booking appointments. In case of their absence, all doctors in our clinic are able to access your clinical records.

Our Team

General Practitioners:	Dr Jimmy Cheng, Dr Ben Lee, Dr Mary Wong, Dr Daniel Jin, Dr Elena Luo, Dr Laura Phua, Dr Kelsey Mckinnon
Allied Health:	Leanne Fuller (Practice Nurse), Melinda Lu (Dietician), Andrew Wang (Physiotherapist), Monique Lee (Physiotherapist).
Admin Team	Samah Michail (Practice Manager), Sarah, Jennelle, Surita, Lina, Lisa & Susana (Reception Staffs)

****Please make sure to call if you will not be able to come for your booked appointment. At least TWO HOURS notice is required for changes or cancellations, otherwise you will be charged a $40 'Did Not Attend' fee. NB. We DO NOT SEND OUT REMINDER TEXTS!****

Billing

Consultations are mixed-billing with gap payment $40-$50(GPs) for non-concession card holders and patients 16 years old & over. Please bring your Medicare card for EACH CONSULATION. If you are not registered with Medicare, private fee applies for payment. See reception for rates. Workers compensation and CTP accounts may need to be paid by you and claimed back from your employer's insurer, if we do not have the current claim details.
Possible costs may be incurred for some investigations and treatments.

Prescriptions and Results

Appointment with your doctor is always advised for all prescriptions and test results. Most results are available in 3-5 days. Reception staffs are NOT permitted to release the information of any results to you. For existing patients, prescriptions and referrals can be requested online and it will attract a $40 out of pocket processing charge, unless otherwise indicated by the doctor

Preventative Care/ Recall System

Our practice is committed to preventative health care. We are enrolled with various national registers. Due to 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 investigation. If you DO NOT wish to be part of this system, please inform our reception staff.

Communication & Messages

The doctors are happy to return your necessary calls, but usually not until the end of the session. Please leave your details and the nature of the call with reception. If your call is an emergency, please indicate the nature of the emergency, and if medically necessary, the call will be put straight through to the doctor. If otherwise urgent, the doctor will usually call back after their current consultation. **Communication by email is at the request of the doctor ONLY. This Practice does not engage in any Social Media Advertising**.

Urgent Cases

Please notify the reception staffs immediately if you need immediate medical attention, including shortness of breath, chest pains, palpations, severe pain, vomiting or anything that you are worried about. We will arrange for you to see someone as soon as possible.

Privacy

This practice is committed to maintaining the confidentiality of your personal health information in accordance with the Australian Privacy Principles. Your medical record is a confidential document. It is a policy of this practice to maintain security of the 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 **(relevant ID is required).** Our Privacy Policy is available with reception staff.

Quality Control

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

Complaints & Feedback

If you have any complaints or suggestions, please drop a note in our "SUGGESTION BOX" at reception, or discuss with the doctor or practice manager. If a serious complaint needs to be taken elsewhere, contact the Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012.

This practice has a strict NO SMOKING policy.

Last updated in November 2026