

## **HILLSIDE MEDICAL PRACTICE POLICIES AND PROCEDURES**

(Patient Edition)

15 DOUGLAS RD, QUAKERS HILL, NSW 2763 Ph: 02 9837 2766, Fax: 91887904

Afterhours: 02 8724 6300

### OPENING HOURS

Monday - Friday: 8:30 AM to 5:30 PM, Saturday: 8:30 AM to 1 PM, Sunday - Closed

### ABOUT OUR STAFF

#### *GP's*

Dr. Manmit Madan (MBBS,FRACGP) Specialist GP completed his FRACGP in 2003 in Sydney and has since been in Private Practice. He is currently mainly operating out of Westmead Medical Centre [160 Bridge Road, Westmead]. Please contact our clinic for an update on availability at Hillside Medical Practice.

Dr. Navdeep Madan (MBBS,FRACGP,DCH) Specialist GP graduated from UNSW Sydney in 2012. He is Fluent in English, Hindi and Punjabi.

Dr. Tabinda Nageen (MBBS) & Dr. Tasmia Mastoor (MBBS) are GP Registrars.

#### *Specialists*

Dr Tarun Singh (MBBS,FRACP) Neonatologist & Paediatrician is a dual trained specialist and works as consultant at Blacktown Hospital. He consults on Thursdays.

Dr. Janani Sundaram (MBBS, FRACP) is a specialist Paediatrician (Child and Behavioural Health) available on Saturdays.

#### *Allied Health*

Ms. Swate Tyagi (Psychologist) is available on Wednesdays and Saturdays.

Paridhi Tuli (Dietitian) available Saturday.

### OUR SERVICES

Hillside Medical Practice offers a comprehensive medical service including:

- General Family Medical Care
- Onsite Pathology

- Minor surgical procedures
- Womens & Mens Health
- Psychology and Mental Health issues
- Skin Checks - Immunisations and Travel Medicine
- Children's Health
- Diabetes Management, Cholesterol and Blood Pressure Management
- Weight Management
- Workers Compensation
- Audiology Services (>18 year olds)
- Lifestyle Medicine & Preventive Health Checks
- Commercial Vehicle Medicals

### MAKING APPOINTMENTS

You can make an appointment to see your doctor by phoning the surgery or booking via online booking platforms HealthEngine or HotDoc. We run a computerised appointment system and always keep a few slots to fit urgent or unexpected problems. If you need more time with the doctor, please tell the receptionist when making the appointment as our default appointment time is 10 mins. To ensure reduced wait times for all patients, we ask that you rebook appointments for multiple issues or book a long consultation.

### FEES

We are a bulk billing practice. Extra fees and charges may apply for certain items [eg driving licence and medical examination for employment, dressings], certain pathology tests, or specialist services or other referrals. The receptionist will inform you about these. There are private fees for non-medicare card holders. We have onsite HICAPS if you hold Overseas Student Health Cover or Overseas Visitor Health Cover.

### POLICY OF THIS PRACTICE

A patient's medical record is a confidential document. It is a policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. However, de-identified data is provided to the local Primary Health Network as per NSW Health Guidelines for General Practices. This information is used to monitor outcomes such as immunisation rates, disease management targets and patient demographics. As a patient you have the right to move to another general practice and we will endeavour to transfer your medical record to your chosen practice in a confidential manner upon receipt of your request.

### TELEHEALTH APPOINTMENTS

Our practice offers Telehealth appointments. Please note whilst a telehealth appointment is convenient, numerous studies have shown the benefits of face-to-face consultation. An in

person consultation allows the doctor to perform necessary examinations which is vital to providing a high level of healthcare. Your doctor may advise you to come in for a face-to-face consultation if deemed necessary. Please note due to a change in Medicare Rules, after any telehealth appointment you will receive an SMS to approve the consultation by our online bookings management software Hotdoc. We ask that you action this as soon as practicable.

### ANTI-DISCRIMINATION POLICY

Hillside Medical Practice strives to treat patients of all backgrounds equally. We acknowledge the traditional custodians of this land - the Darug Aboriginal people - upon which our practice is established. We strive to provide a culturally safe zone for people of different cultural and religious backgrounds, LGBTIQA+ patients and those of other gender and sexual diversities.

### PRESENCE OF A THIRD PERSON AS AN OBSERVER / MEDICAL STUDENT

Another person may be allowed to attend a consultation only if agreed to by the patient. This may be a medical student, nurse, trainee doctor etc.

### AFTER HOURS CARE

If you need a doctor after the surgery is closed, please call 02 8724 6300. After hours care is provided by Sydney Medical Service Co-operative Ltd. The hours of operation are: Weeknights: 6pm to 8 am, Weekends: Noon Saturday to 8 am Monday Public Holidays: 24 hours. Alternatively, you may wish to contact 13SICK [13 74 25] who also run an after hours service. HOME VISITS Doctors may be available for house calls for patients with severe illness, disabled or elderly with no transport if it is deemed safe and reasonable. Please call reception to check whether this is suitable. Alternatively, we may be able to assist you with a phone or video consultation during business hours. Further guidance regarding health issues can be also sought over the phone from HealthDirect by ringing 1800 022 222.

### CONTACTING YOUR DOCTOR

You can contact your doctor by telephone during normal surgery hours. A message will be taken if the doctor is busy with another patient and will endeavour to return your call as soon as possible. If your enquiry is non-urgent you may wish to email the practice at [hillsidemedicalpractice@gmail.com](mailto:hillsidemedicalpractice@gmail.com) and we will endeavour to respond as soon as practicable and usually within 5 business days. We request that you follow up any email correspondence with a phone call to confirm receipt. Some pathology results are able to be given or discussed over the telephone with your doctor. We value privacy and some results are of sensitive nature and best discussed at the premises.

### CAR PARKING

Our practice has limited car parking on premise. Please note this is reserved for patients attending the practice for a consultation. Please be considerate to fellow patients and move your car upon completion of your appointment. Please note people with disabilities and impairments are given priority. You may be asked to move your car to accommodate people with disability or impairments or in case of a medical emergency.

## RESULTS

Blood and Imaging results are checked daily and we generally contact you via telephone within 2 weeks for non-urgent results. All urgent results are actioned immediately upon receipt. Please note due to an ever-increasing number of pathology and imaging centres, we may not receive results done outside of our referred centres. We strongly encourage you to contact the practice 48 hours after any test to confirm receipt and arrange discussion with the doctor. Please note reception staff are unable to discuss any test results. Following consultation with the doctor and upon mutual agreement you may be given a copy of your results, either by email or a print out. Please note there are risks associated with some methods of electronic communications and privacy and confidentiality may be compromised. We request that you keep secure all correspondence received by Hillside Medical Practice.

## INFECTION CONTROL

Due to our duty of care to vulnerable patients, we encourage you to inform reception if you are suffering from any cold or flu symptoms prior to attendance. If practicable, you will be asked to present to the practice at a mutually agreeable time, self-isolate in a separate vacant consulting room or wait outside the practice prior to being seen by the doctor. We encourage you to wear a mask if you are suffering from any infectious symptoms. Please note we may be unable to attend to other non-urgent issues during this consultation.

## RESTRICTED DRUGS

Our practice does not prescribe drugs of addiction [e.g. Benzodiazepines - valium etc] to new patients. We may prescribe a limited quantity to existing patients at the doctors discretion. An appointment with a specialist will be required for ongoing scripts.

## CEASING YOUR CARE

In certain circumstances, your doctor may feel it is no longer appropriate or safe for them to continue medically treating you. This may be for various factors but will generally be due to your doctor being unable to provide their desired level of care to you. If this is the case, you will be advised as such by your doctor. You may be referred to another doctor within our practice to continue your medical care. Alternatively, you will be directed to choose other suitable General Practices and your medical file will be transferred to your chosen practice upon your consent.

## ZERO TOLERANCE POLICY - YOUR RESPONSIBILITY

Hillside Medical Practice values its staff immensely. As a patient of Hillside Medical Practice, you have a responsibility to read, understand and abide by the policies and procedures mentioned in this document. You are also expected to treat all staff with respect. No verbal, physical or emotional abuse will be tolerated in this practice. We have a zero tolerance policy to any aggressive or disruptive behaviour including:

1. Verbal aggression: This includes acts of rudeness, yelling, or using offensive language such as swearing towards the affected individual.
2. Intimidation and threats: Behaviour intended to frighten or coerce someone into doing or not doing something, often accompanied by menacing statements or gestures.
3. Abusive letters, phone calls, or emails: Unwanted and offensive communication directed at the individual, typically involving derogatory or threatening language.
4. Online trolling: The act of deliberately provoking or harassing someone online through mean-spirited or inflammatory comments, often with the intention of causing distress.
5. Threatening or inappropriate body language: Non-verbal cues or gestures that convey a sense of danger, discomfort, or disrespect, creating a hostile or intimidating environment.
6. Assault or armed assault: Physical attacks or acts of violence inflicted on the person, which may involve the use of weapons or objects that can cause harm.
7. Forcible confinement or false imprisonment: Unlawfully restraining or confining someone against their will, either through physical force or psychological manipulation.
8. Acts of indecency: Engaging in offensive or inappropriate behaviours, such as exposing oneself or engaging in sexually suggestive actions, towards the individual.
9. Sexual assault: Unwanted sexual contact or behaviour directed at the person without their consent, which can range from inappropriate touching to more severe forms of assault.
10. Destruction of property or possessions: Deliberate damage or vandalism of the individual's belongings or property.
11. Stalking or loitering: Persistently following, monitoring, or lingering around the person without their consent, causing them to feel harassed, threatened, or unsafe. If it is felt that any of the aforementioned boundaries have been crossed, your medical care at Hillside Medical Practice may be ceased with immediate effect. You will be informed of this decision in writing. You will be requested to find an alternative Medical Practice and your patient file will be forwarded upon receipt of your consent.

## YOUR RIGHTS

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or use the suggestion box. We take your suggestions, feedback and complaints very seriously. However, if you wish to take the matter further and feel you need to discuss the matter outside the surgery there are several options including the AMA, NSW Medical Registration Board or the Health Care Complaints Commission [HCCC, Locked Bag 18, Strawberry Hills, NSW 2012. Tel: 02 9219 7444. Regional Free-call Number: 1800 043 159]