Our Doctors

Our doctors are highly trained and enthusiastic physicians that focus on promoting excellence in delivering primary health care for patients as well as providing many services to promote patient's health and wellbeing.

- **Dr Nurul Chowdhury**
- **Dr Brendon Wong**
- **Dr Jeffrey Tran**

Services Available:

- General practitioners
- Family Healthcare
- Allied Health
- Travel Medicine
- Minor procedures
- Immunisation
- Chronic Health Assessments & Management
- Men's and Women's health

Contacting Your Health Professional

Phone calls to your doctor will be put through initially to the nurse if available or the nurse will return your call as soon as possible. The nurse will then discuss any concerns with your doctor and get him/her to phone you back as required. If your doctor has asked you to phone, please advise reception and you will be put through or a message will be taken for the Doctor to return your call as soon as possible.

Compliments and Complaints

If at any time you have a concern, comment or suggestion please do not hesitate to fill in a "Compliment, Comment or Complaint" form (available in Medical Clinic Waiting Room), contact **Health Care Complaints Commission** on 1800 043 159 or mail to Locked Mail Bag 18 Strawberry Hills, NSW, 2012.

Booking Appointments

Appointments may be booked via online (Hotdoc) or by calling: (02)95280711 in person Monday to Friday 8:30 am – 7:00 pm and Saturday - Sunday 8:30 am -2 pm. Regular appointment times are 10 minutes, if you feel you need longer, please discuss with the receptionist at time of booking.

Walk-Ins are also acceptable.

Appointments for health assessments, complex medical problems or removal of skin lesions and wound management, etc. all require extra time.

Whilst the Doctors aim to keep patients waiting times as short as possible, delays may occur.

Confidentiality-Privacy and Health Information

Your medical record is a confidential document. It is always a policy of this Practice to maintain security of personal health information. Information is only accessed by authorised members of staff for the purposes of improving or enhancing your health care.

Kareela Village Medical Centre

Kareela Village Medical Centre

Address: Shop UL1, 1-13 Freya Street, Kareela, NSW 2232, Australia

Phone: (02) 9528 0711 Fax (02) 9589 3820

Email: kareelavillagemedicalcentre@yahoo.com.au

Opening hours:

Monday: 8:30am – 7:00pm

Tuesday: 8:30am – 7:00pm

Wednesday: 8:30am – 7:00pm

Thursday: 8:30am – 7:00pm

Friday: 8:30am – 7:00pm

Saturday: 8:30am – 2:00pm

Sunday: 8:30am – 2:00pm

Public Holidays: Closed

Location and Parking

Plenty of Parking onsite at the underground shopping mall car park.

Mixed Billing

Kareela Village Medical Centre is a Mixed billing practice. There is a 'Gap Fee' for all consultations.

We're still Bulk bill anyone under 16 years of age, Pension/Health care card holders, DVA, Aboriginal and Torres Strait Islander patient.

Further information is available at time of booking. Payment is preferred on the day.

Reminder System

Kareela Village Medical Centre is committed to preventative health care and has a recall and reminder system in place for routine screening and care plans. You may get a text message, phone call or letter from time to time for the appointment.

Home Visits

Home Visits can be arranged in certain circumstances with a pre-booked arrangement with the doctor on call. Please contact the receptionist to discuss your needs. Remember; always call the ambulance service on 000 if you are experiencing severe pain or illness at any time.

Results

A follow up appointment is usually required to receive results. Telephone advice will only be made if authorised by your doctor. The Medical Centre will attempt to contact you regarding any urgent results.

Prescriptions

Check your medications regularly and ensure you have sufficient supply until your next appointment. Telephone requests will not be taken unless previously arranged with your Doctor.

After Hour Services

We recommend contacting the local hospital or attend the Emergency Department at

Sutherland Hospital: (02) 9540 7111

National Home Doctor Service Ph: 13 74 25

If URGENT CARE is required, please call the Ambulance Service on 000

Email Policy: For all communication outside the software program that contains sensitive data/information, we prefer not to communicate via email.

Patient with Flu/CCOVID-19 Symptoms:

All our existing patients are requested to book a telehealth consultation if you have a cough, cold, sore throat or fever. This condition of entry applies to fully vaccinated residents only.

Book a telehealth consultation if you have tested POSITIVE for COVID-19 in the past 7 days.

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