

AFTER HOURS

The practice provides 24-hour care for patients. The working hours are covered by the doctor who is at the practice. After hours is provided by Sydney Medical Services. If you ring 87460057 or 87246300 during afterhours (5:30pm to 8 am on week days, 12:30pm Saturday to 8 am Monday, and on public holidays) you will be answered by the service and appropriate care will be provided. If there is emergency situation like chest pain please call 000.

APPOINTMENTS

Please ring 87460057 for an appointment. Online booking is available via our website www.aiyamedical.com.au. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away for an emergency.

Longer consultation times are available upon request. Please inform reception staff when booking an appointment. If you or a family member requires an interpreter, contact the receptionist. For emergencies we use telephone interpreters.

TELEPHONE ACCESS

If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. Your call will be triaged by reception staff if it is an emergency.

TELEHEALTH

A telehealth consultation is only conducted in place of a face-to-face consult when it is clinically appropriate to do so. Telehealth Policy document is available at reception area and on our website.

PATIENT PRIVACY NOTICE

Our practice is committed to providing quality health care and services. Our practice collects your

personal information to ensure you receive the highest standard of care and service. Our Practice protects your health information by complying with State and Federal Privacy Legislation. Consent must always be obtained from patients prior to a third party observing or being clinically involved in the consultation.

SERVICES PROVIDED

- Family medicine, Annual health checks
- Children's health
- Men's health
- Women's health
- Family planning, Pap smears, Pregnancy tests, Antenatal care
- Pain Management
- Blood Tests, Vaccinations, Skin check, ECG(Heart check).
- Minor surgery - suturing injuries, removal of moles and sun spots, liquid nitrogen freezing therapy for sun spots and warts
- Work Cover
- Mental Health and counseling
- Home visits and Nursing Home visits – depending on GPs availability
- On-site Pathology Services

Female Doctors

Dr. Ranjini Krishna, General Practitioner
MBBS, FRACGP, DCH

Available on working days (except Wednesdays)

Dr. Shanthi Tambimuttu, General Practitioner
MBBS, FRACGP

Available on Monday, Wednesday, Friday & Saturday

Male Doctor

Dr. Sittampalam Ragavan (Raga), General Practitioner, MBBS, FRACGP, FACRRM
Available on Monday, Tuesday, Thursday & Friday.

Practice Nurse

Kaylah Natasha Apps
Bachelor of Nursing, Registered Nurse

MEDICAL RECORDS

The Surgery is fully computerised.

- All medical records are stored in a dedicated computer on site at the surgery.
- Access to the records on site is strictly controlled by means of passwords and authorization by the doctors in the Surgery
- No records are allowed to leave the surgery in any form without the patient's consent.

HOME AND OTHER VISITS

Home & Nursing home visits are available for regular patients of this practice whose condition prevents them from attending the surgery. Mostly the home visits are done depending on doctor's convenient.

REMINDER SYSTEMS

Our practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care e.g. Pap smear. If you do not wish to be part of this system please let your doctor or the receptionist know.

FEEDBACK

We encourage our patients to provide feedback by filling a form which is available from our reception staff.

CULTURAL IDENTITY

Our practice identifies with the significant cultural groups within the practice to meet their needs. Our staff encourage and record self-identification of the cultural background of our patients. A patient registration form is used in assisting with 'self identification' of cultural background of our patients, to aid with disease prevention and delivering culturally appropriate care.

SMOKING POLICY

This practice has a no smoking policy.

MANAGEMENT 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 that this information is only available to authorised members of the staff.

GETTING THE RESULTS OF ANY TEST

Your doctor will advise you when they expect results to arrive at the practice. Results are not given over the phone or by reception staff. Patients are advised to make an appointment to discuss their results. The doctor may need to contact you to discuss urgent results.

PRIVATE VACCINE

We encourage our patients to purchase private vaccines immediately prior to consultation and give them to reception upon arrival.

FEES AND BILLING INFORMATION

The GPs at this practice bulkbill all patients and Veterans. If no Medicare card is available, discuss fees with reception staff.

Fees are payable at the time of consultation by EPOS

or cash. The AMA Fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery. If you have any difficulty in paying our fees, please discuss this with us.

PATIENT 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 our Suggestion Box kept at reception. All complaints are taken seriously and you can remain anonymous if you wish. Complaints can also be made to the NSW Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills, NSW 2012.
Ph: 1800043159 (Toll Free)

PRIVACY POLICY

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties. It is available at reception area and on our website

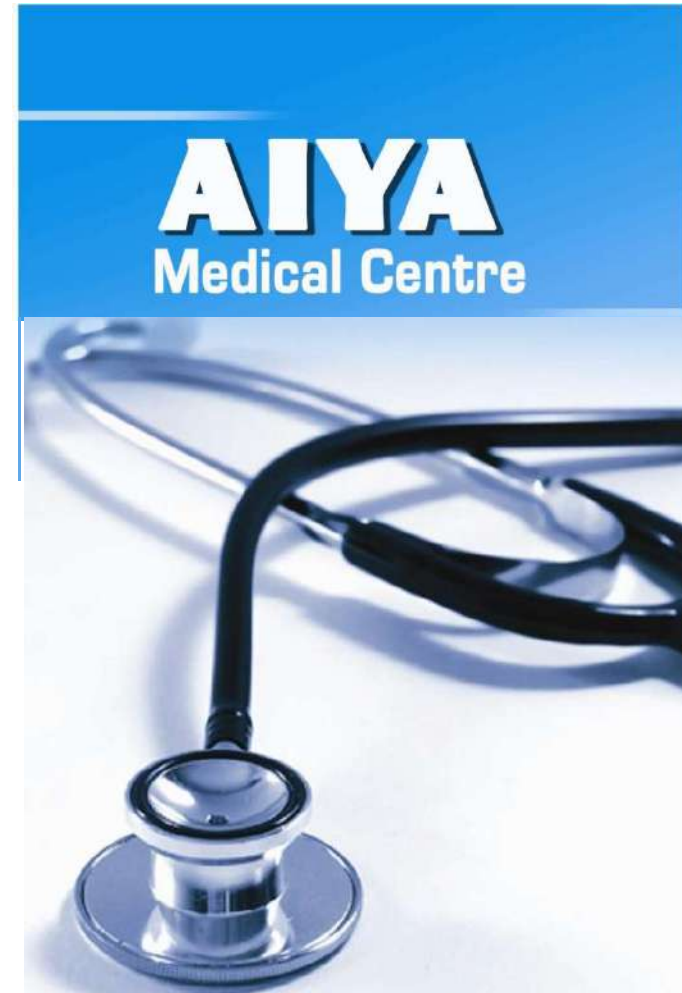
AUSTRALIAN GENERAL PRACTICE ACCREDITATION LTD (AGPAL)

Our practice is committed to quality improvement to comply with national standards through the Royal Australian College of GPs (RACGP) and is accredited with AGPAL

PANDEMIC POLICY (COVID POLICY)

Our practice encourages patients to wear mask within the premises. Pandemic Policy document is available at reception area and on our website.

Aiya Medical Centre
2 - 4 Station Street
Homebush NSW, 2140
Ph. 02 8746 0057, Fax. 02 8746 0076



Practice Hours

Monday, Tuesday, Thursday and Friday: 8.00am- 5.30pm

Wednesday - 8.00am- 2.30pm

Saturday: 8.00am - 12.30pm

Sunday and Public Holiday - Closed

2- 4 Station St
Homebush, NSW 2140
Ph. 02 8746 0057
Fax. 02 8746 0076

After Hours: 02 87460057 / 02 87246300