



BELCONNEN MEDICAL CENTRE
Shop 106 Level 1, Westfield Shoppingtown
Belconnen ACT 2617
Ph: (02) 6251 8898
Fax: (02) 6251 8897

PATIENT INFORMATION SHEET

If you require urgent medical care outside of these hours please dial 000 or proceed to your nearest hospital or call CALMS on 1300 422 567

Opening Hours:

Monday-Friday
8.30am-5.30pm

Saturday

9.00am-2.00pm

Our Doctors:

- * Dr Nathem Al-Naser
- * Dr Aparna Pilla
- * Dr Rangarajan Dikshata
- * Dr Richard Taumoepeau

Our Nurses:

- * Sita Mutsinze
- * Mary Balacuit
- * Maribel Richards

Standard Fees:

Standard Consultation - \$75.00
Extended Consultations - \$105.00
Prolonged Consultations - \$145.00

Please note payment is required at the time of consultation.

Please note that we DO NOT issue accounts.

Payments can be made by credit card, EFTPOS or cash. We DO NOT accept cheques.

Bulk Billing Policy:

We bulk bill:

- * Children UNDER the age of 16 years
- * Hold a current Health Care Card
- * Hold a current Pension Card

Workers Compensation Claims – If liability has not been accepted by the Insurance Company you will be required to pay for your consultation at the time of your visit. No accounts will be issued.

Pathology and Test Results – Will not be divulged over the phone you are advised to make an appointment.

Prescriptions - You will need an appointment for a prescription.

Childhood Immunisations – Please advise staff that you require a vaccination so that we can ensure we have the relevant vaccine in stock.

Medical Certificates – you will need an appointment to receive a medical certificate.

Care Plans or GP Managements Plans – this will involve ongoing appointments and monitoring by your GP.

75yr + Health Assessments – These are annual health assessments and are Bulk Billed.

45yr – 49yr Health Assessment – One full assessment is offered during this period and is bulk billed.

Chronic Disease Management – Usually part of a care plan. Monitoring and education is provided by the practice nurse, followed by an appointment with your GP.

Asthma Clinics – These are run on a regular basis; please specify that an asthma assessment is required when booking your appointment.

Cervical Smears – Please inform staff that you will require this procedure when booking an appointment to ensure time and other factors are taken into account.

Specialist Referrals – you will need an appointment.

Recalls & Reminders – three attempts will be made to contact you if necessary, please ensure your contact details with us are up to date.

Calls to Doctors – We are unable to put calls through to Doctors but the Practice Nurse or Practice Manager can assist you and will have your query assessed by your doctor.

Preferred Doctor – Please request your preferred doctor at the time of making your appointment.

Allergy Testing – we test for 22 common allergens in a test which is performed by the Practice Nurse and reviewed by your doctor. This takes 15 to 20 minutes – please specify this when booking your appointment.

Skin Cancer Checks – Doctors carry out skin checks and are able to remove any suspect lesions at a follow up consultation.

Cancellation Policy – Please inform us 2 hours prior to your appointment of any cancellation. Continued non attendance will result in booking being held with a credit card payment or even no further appointments being made.

Walk In Appointments – walk-in appointments are welcome but scheduled appointments will take priority.

Emergencies – These are assessed on a triage system.

Translating Services – if a translator is needed, please inform staff when making your appointment.

Patient Feedback – We value patient feedback as it helps us to ensure we are providing the best possible service.