

Practice Hours

Monday - Friday	8.00am - 6.00pm
Saturday	12.00pm - 5.00pm
Sunday	Closed

After hours care

GP Access	1300 130 147
For emergencies	000

Staff

Dr Jaime Pena (Principal)

MBBS, MSc, FRAGP, BEng

Dr Anecito "John" Mantilla

BSMT, MD, FRACGP

Dr Chathu Weerasinghe

MBBS, FRACGP

Dr Piyush Raj

MBBS, MD, FRACGP

Practice Manager - Kali Thomas

Accounts Manager – Natasja Worsley

Practice Nurse – Shannon Forsyth

Receptionist – Mel, Melinda, Meg & Jess

Services Available

Asthma Care

Antenatal and Postnatal care

ATSI Health checks

Childhood Health (Immunisations)

Diabetic Checks

ECG/ Pathology

Health Assessments

INR testing

Management Plans

Men's Health

Mental Health Care

Minor Surgery

RMS Medicals

Vaccinations (Childhood & Travel)

Wheelchair access & accessible parking

Women's Health / Pap Smears

Workers Compensation

Appointments

We are a by appointment practice. Please call during business hours to make an appointment. Appointments are booked in 15 minute intervals and longer appointments may be requested. If more than one person will be seeing the doctor please indicate this to reception upon making a booking.

Urgent cases will be fitted in and may cause some delay in appointment times.

If you require a prescription or a referral, we request that you make an appointment to see the doctor. This will ensure that all aspects of your health are taken into consideration.

Walk-in appointments

Walk-ins are welcome but appointments will take priority. The next available appointment time will be offered and the patient will be advised of the approximate waiting time.

Communication with the practice

Our doctors do not conduct consultations over the phone and are generally unable to take phone calls. If you need to speak to your doctor, please call us to make an appointment. Please note we do not have email facilities at this practice, however you will find information on the practice at our website:

www.newcastlemedical.com.au

Please advise reception when you are making an appointment if you require an interpreter and/or other communication services such as AUSLAN for hearing impaired or an interpreter through TIS National – 1300 575 847.

Fees and billing arrangements

Bulk-billing is available for all patients with a valid Medicare card. For non-Medicare eligible patients the following fees are payable at the time of consultation:

Standard consultation (15mins) \$80

For non-MBS items and services please ask reception when booking an appointment.

Complaints and Feedback

Please feel free to talk to your doctor, the practice manager or reception staff if you have any suggestions or are unhappy with our service. We will let you know of any improvements to our service as a result of your feedback.

Alternatively, you may prefer to contact the NSW Health Care Complaints Commission, Locked Mailbag 18, Strawberry Hills NSW 2012. Phone: 1800 043 159.

Test results

If you have been sent for a test, please make sure to contact us for the result in 2 to 3 days by making an appointment to review with your doctor. Due to privacy laws, results will not be given over the phone or by email.

Reminder system

We may also send you a reminder note from time to time offering you preventative health services appropriate to your care.

Management of patient health information

All patient information is considered private and confidential. It is the policy of this surgery to maintain security of personal health information at all times and to ensure that this information is only available to authorised member of staff. All members of staff at this practice have signed a confidentiality agreement. To give you the best possible care, your information may also be given to specialists, radiology, pathology and allied health service providers to which you are referred. The patient registration form asks for your signed consent for the above.

If you wish to transfer your health records from a practice you previously attended, reception can provide you with a form that authorises the transfer of your records to Newcastle Medical

Family Doctors. Please be aware that some practices charge an administration fee for the transfer of patient records.

Patients are encouraged to participate in decisions about their healthcare. Your doctor or nurse will be able to provide take-home information on a range of healthcare concerns and treatments.

www.newcastlemedical.com.au

ABN: 37 582 151 484



Newcastle Medical
Family Doctors

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Family Doctors

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