

Reminder System

Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. Reminders are usually sent via SMS or mail. Doctors of this practice urge you to be included in our reminder system. However, if you do not wish to be part of this system please let your doctor or the Practice Nurse know.

Privacy

Patient privacy is vital to the doctor-patient relationship. We have a legal and ethical duty to protect your personal information.

For further details please see our privacy policy in the reception area. 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 staff. We abide by the National Privacy Principles available at: <http://www.oaic.gov.au>

Fees

The practice privately bills for consultations. Fees may be paid by cash, cheque, EFTPOS or credit card. Payment at the time of consultation is preferred. Staff can assist you in making a claim to Medicare on the day. A list of usual fees charged is displayed in the reception area; other specific items are available on request.

Where difficulty with payment is experienced, concessionary billing may be arranged. Please discuss this with your doctor.

A "Service Fee" is charged for repeat prescriptions and on-going referrals if these are requested without an appointment.

PENSIONERS, HEALTH CARE CARD holders, children under 15 and VETERANS are bulk-billed at the doctors' discretion.

Feedback

This practice follows the AMA Code of Ethics. We aim to provide high quality, ongoing medical care. If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please feel free to talk to your doctor, or to our Practice Nurse. We believe that problems are best dealt with in the practice and we welcome them as an opportunity to improve our service. You may prefer to write to us or use our suggestion box. Alternatively, you may contact the NSW Government Complaints Centre. The address is:-

Health Care Complaints Commission

Locked Bag 18

Strawberry Hills NSW 2012

Phone: 1800 043 159 (Toll free) or (02) 9219 7444

Fax: (02) 9281 4585

TTY: (02) 9219 7555 Email: hccc@hccc.nsw.gov.au

Website: www.hccc.nsw.gov.au

10 Tips for Good Health

1. Follow a healthy eating plan– a diet high in fibre and calcium, that's low in fat and sugar with plenty of fluids.
2. Exercise regularly
3. Stop smoking
4. Drink less alcohol
5. Watch your weight, aim for a BMI < 25
6. Get enough sleep
7. Slip, slop, slap in the sun
8. See your doctor regularly
9. Manage your stress levels
10. Remember prevention is better than cure

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FLORENCE STREET

familypractice

PRACTICE INFORMATION SHEET

Suite 6, Ground Floor,
32 Florence St.
Hornsby, 2077

P: 9476-2255

F: 9476-3355

Practice Hours

Monday to Friday:	8.30am - 6.00pm
Saturday:	8.30am – 12 noon
Sunday:	closed

Website: www.florencestfamilypractice.com.au

Doctors

Dr Ines Cibasek

MB BS (Hons) (NSW), FFPA
Women's Health, Preventive Medicine,
Sclerotherapy
Consulting Tues, Wed, Thurs

Dr Chitra Das

MB BS, FRACGP, DCH
Family & Preventive Medicine, Paediatrics,
Dermatology
Consulting Mon, Tues, Wed & Fri, Sat. roster.

Dr Pam Goodwin

MB BS (Syd) MGPP, Grad Dip.FM
General consulting, Family & Preventive
Medicine, Counselling
Consulting Tues, Thurs & Fri, Sat roster

Dr Geoff Le Marne

MB BS (NSW), MASCH
General consulting, Counselling, Hypnotherapy
Consulting Mon to Thurs., Sat roster

Dr Hema Loku

MB BS (Hons), DMRT (Lond), FRACGP
General consulting, Counselling, Diabetic and
Lifestyle management
Consulting Mon to Fri. except Wed

Office Staff

Jennie (Practice Nurse),
Elleni, Bridgit, and Denise (Receptionists)

Appointments

Consultations are normally by appointment. Every effort will be made to accommodate your preferred time and GP. However the first available doctor will see urgent cases. 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. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment. Appointments can also be made online by searching Florence St Family Practice online appointments.

Longer consultations

Please let the receptionist know if you would like to book a long appointment. These are generally required for: Pap smears, Annual medicals, Insurance medicals, Over 75 Health Assessments, Sclerotherapy and Hypnosis.

Prescriptions, Referrals and Follow Up of tests

In the interests of patient safety, these will not be issued without an appointment.

Home and nursing home visits

The doctors may be available for home visits to regular patients whose condition prevents them from attending the surgery. From time to time the doctors also visit local nursing homes. Please phone the surgery in the morning so that house calls can be arranged if necessary. This can only be done during lunch hour, if it is urgent, please call 000 for an ambulance.

After Hours Care

For after hours care:

PH: **13 SICK** or **13 7425**

and the National Home Doctor Service will provide telephone advice and after hours Home Visits if required.

In an emergency, ring **000** for an ambulance

Telephoning your doctor

Doctors in this practice may be contacted by phone during normal surgery hours. If the doctor is with a patient a message will be taken and your call returned as soon as possible. If your call is urgent, you will always be put straight through to the doctor

Range of Services

As well as routine consultations, the following services are available:

Check-ups	Blood tests
Home Visits	Over 75 Health Assessments
Insurance medicals	Weight control
Family Planning	Hypnotherapy
Pap smears	Breast checks
Pregnancy tests	Ante-natal care
Sports medicine	ECG: heart check
Nutrition Advice	Vaccination: children and travel
Skin checks, freezing sunspots and warts	Minor surgery: stitching cuts, removing moles, skin cancers
Sclerotherapy of leg veins	Mental Health Care Planning
Counselling	Diabetes Management