

Practice Information Sheet

My Doctor Erina is a modern general practice located in the business hub of the Central Coast NSW. PRP imaging, Physiotherapy, Psychologist, Chiropractor, Bridges GP After Hours Medical Service, as well as a wide range of specialist services are located close to our clinic.

Opening Hours

Monday to Friday 8.30am – 5pm
Saturday 8.30am – 12pm
(Closed on Public Holidays)

After Hours Emergency

In an Emergency call **000** or go to your closest hospital
For regular patient of the practice, our after hours service is available by calling 1300 981 953. PATIENT WILL BE CHARGED **\$150** FOR PHONE ADVICE.

Billing

We are mixed Billing practice. Consultation is bulk billing for a person who has Centrelink health care card / pensioners or DVA card holders. (Privately charged for all Saturday and public holiday appointments also includes all chronic pain management appointments)
All new patients first consultation is privately charged.
A small fee may be charged for certain procedures and vaccines to cover costs.

Appointments

Appointments are preferred for all consultations. Online appointments are also available via www.mydoctorerina.com.au Please let the reception staff know if you would like to book a longer appointment , so appropriate time can be allocated to you. Please make a separate appointment for each person requiring a medical review. A standard consultation time is 10 to 15 minutes.

Do-Not-Attend (DNA) / Late Cancel Appointments

If you have DNA / late cancel appointments, our practice reserves the right to refuse your further appointment.

Repeat Scripts

Generally, review of your medical condition is necessary before a repeat prescription is written.
Repeat script without a condition costs \$20 .

Services Available

- Chronic Disease Management & review
- Diabetes Management
- Health Assessments
- Men's Health Check
- Women's Health Check
- Cervical screening (Pap Smear)
- Asthma Management
- Immunisation and Travel vaccination
- Preventative Health
- Workers Compensation
- Registered Nurse on-site
- Pathology collection on-site (Clinic Lab)

Results

Please ask the Doctor at the end of your consultation about the results process and when to expect the results to be available. You are expected to return for a consultation to discuss your results. For any urgent results, you will be notified by our practice staff or Doctor to make an appointment. Due to privacy, Doctors are unable to discuss results over the phone.

Communication

A doctor is available during normal surgery hours for emergency advice. Our staff are experienced in

deciding the appropriate response to any phone request.

Please note we do not send or receive patients information via email as this is not secure.

Reminders

We are committed to preventative health care. From time to time you may be issued with a reminder notice offering preventative health services appropriate to your care.

If you do not wish to participate please notify your Doctor.

Privacy

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of our practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff and/or during Quality Assurance Activity . If you chose to "opt out" , please kindly inform us.

Interpreter services

Services available are for patients that do not read or speak English or who have special communication needs. Patients are offered the choice of using the assistance of a language service to communicate between the patient and their Doctor

TIS- Interpreting Services for non English Speaking Patients- 131 450

Auslan- Interpreting Service for Hearing Impaired Patients -1800 246 945

Patient Feedback

We would like to know of any concerns you may have about the care you receive.

Please feel free to talk to your doctor or our reception staff. Ask our reception staff for a patient Feedback/Complaint Form which will be passed on to the Practice Manager for action.

Alternatively you may wish to contact the Health Care Complaints Commission on 02 9219 7444

Our Team

Dr Andy Won is our Practice Principal. He holds a specialist qualification in general practice at Australian Health Practitioner Regulation Agency (AHPRA). After completing MBBS & BSc (Med) at the University of New South Wales, Dr Won has also completed a Master of Surgery at the University of Sydney during his hospital training. Several research papers in general surgery and urology were published during his training. Other than clinical work, Dr Won teaches as a conjoint associate lecturer at the UNSW. He is fluent in Cantonese and Mandarin.

MBBS, BSc(Med) (UNSW) , Master of Surgery(USyd) , National Certificate in Reproductive and Sexual Health (FPAA), FRACGP

Dr Krishnaveni Balasubramaniam graduated in India before moving to Australia in 2014. She has worked in regional Central Queensland and the Central Coast for over 6 years and is now a Fellow of Royal Australian college of General Practitioners. She has a strong interest in women's health, skin cancer management, cosmetic laser and chronic disease management. She can speak English, Kannada, and Tamil
FRACGP, MBBS (Hons)

Dr Aditya Shah has more than 10 years GP specialist experience in Australia. He has completed a Diploma of Dermatology/skin (Australia) and Advanced Certificate of Skin Cancer Surgery . He is fluent in Hindi , Urdu, Bengali. MBBS, MRCGP(UK) , FRACGP(Australia), Skin Cancer Surgery

Dr Bosman studied Bachelor of medicine and Bachelor of Surgery at the South Africa. He also completed a Diploma in anaesthetics.
MBBS , BMBS (South Africa)