



# Practice Information Sheet

## Good Health Medical Central

Shop 11-12 Raintree Way  
MOUNT ANNAN, N.S.W., 2567  
Ph: (02) 8866 2700  
Fax: (02) 02 8866 2701  
Email: [info@goodhealthmedical.com.au](mailto:info@goodhealthmedical.com.au)

## General Practitioners on-site

Dr Mariam Ghufran  
Dr Ashurina Younadam  
Dr Karrar Bohreh  
Dr Aseel Marioud

## Practice Hours

Monday – Friday 9:00am – 5:00pm

## Services

Vaccinations In addition to medical consultations the following services are available:

Check Ups	Minor Surgery
Men's Health	Health Assessments
Children's Health	Women's Health
Pathology Collection	Vaccinations
Travel Medications Advise	Chronic Disease Management

## After Hours

For after-hours doctors please call Sydney Medical Services.  
Ph: 1300 8724 6300 (1300 HOME GP)

## How to book consultation with a doctor

You may see the GP of your choice wherever it is practical. You can walk-in any time (depending on availabilities with the Doctors) or book an appointment during our business hours through our website or giving us a call so you can be seen by one of our Doctors as soon as possible.

If you think your concerns are more complex or require documents to be signed you may need a longer appointment, also if there are more members of your family coming to see the Doctor – please let reception know so they can book more time and the next person is not waiting too long “One day the next person might be you”

**Patient Access:** Single story building ideally located within shopping centre with plenty of parking.

## In Case of Emergency

In case of Emergency / life threatening situations please call 000 immediately.

## Practice Consultation Fees

Where possible our clinic will bulk bill most visits. Some things which require payment will be Iron Infusions and some other procedures, please check with your Doctor.

Patients without Medicare coverage should pay as per our private fee schedule, we will provide a receipt for patient to claim with their insurance company.

## Communication

In our Practice, the procedure for GP's and staff receiving and returning calls: “unless the phone call is deemed urgent or requires immediate attention, a message is to be taken by Reception and then passed on to the doctor or person concerned when time permits”. They can then return the phone calls at the soonest opportunity preferably on the same day.

## Privacy of information

Maintaining the privacy of personal information about you and your health is very important to us. Occasionally we may be requested to supply de-identified information to third parties. We will never provide such information without your prior consent. You may ask to see the information we hold on your record at any time to confirm the details are correct. Please seek assistance and advice on the process from the Administration staff. They can also provide you with a copy of the Privacy Policy should you require.

## Recall and Reminders Service

For the continuing management of our patient's health, we utilise a systematic reminder system to provide health promotion, preventative care and early detection of disease. We may ring you, send you a message through SMS or write to you to remind you of a beneficial milestone in your treatment, or to discuss further facts about your treatment. We will be very mindful of the confidentiality of such reminders and recalls to the clinic.

## Patient Feedback

We aim to provide a service that meets the needs of our patients and we strive for a high standard of care: we welcome suggestions from people in the local communities and their family members who care for them, so that we can improve the quality of care we provide. We are also committed to an effective and fair complaints system: and we support a culture of openness and willingness to learn from incidents, including complaints.

Patients and their families are encouraged to provide suggestions, compliments, concerns and complaints and we offer a range of ways to do it. We encourage you to discuss and concerns about clinical care with their treating doctor, nurses, allied health professionals and staff, they can speak to a member of the administration team, complete the formal patient feedback form available at reception or by writing to the practice manager. Alternatively, you can contact the Principal doctors – Dr Ben Touma or Dr Atifa Khan on 02 7200 7100.

Consumers and their families, can make complaints on a confidential basis or anonymously if they wish, and be assured that their identity will be protected. Consumers will not be discriminated against or suffer any unjust adverse consequences as a result of making a complaint about standards of care and service.

### **New South Wales** Health Care Complaints Commission (HCCC)

Telephone: (02) 9219 7444 / 1800 043 159 Web: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

Complaints that relate to privacy issues or concerns that cannot be resolved internally are to be directed to the Office of the Australian Information Commissioner (OAIC). Telephone:

1300 363 992 Postal Address: GPO Box 5218, Sydney NSW 2001

Web: [www.oaic.gov.au](http://www.oaic.gov.au)

Members of the public may make a notification to the Australian Health Practitioner Regulation Agency (AHPRA) - [www.ahpra.gov.au](http://www.ahpra.gov.au) - about the conduct, health or performance of a practitioner or the health of a student.

Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA.