

# METRO MEDICAL MENAI

Suite 5/62-70 Allison Crescent Menai NSW 2234  
Ph: 02 9532 0031 Fax: 02 9543 0777

## Doctors

### **Dr Tracey Bayliss**

Tuesday, Thursday, Friday PM

#### **Special Interests:**

Family Medicine, Children's Health/Immunisation,  
Antenatal Shared Care, Women's Health

### **Dr Kirollos Nassief**

Monday, Tuesday, Thursday, Friday,  
Alternate Saturday AM

#### **Special Interests:**

All areas of General Practice, Family Medicine,  
Men's Health, Nutrition

### **Dr Sophia Lolis**

Monday AM, Tuesday AM, Wednesday,  
Friday AM

#### **Special Interests:**

Family Medicine, Women's Health

### **Dr Brett Thompson**

Monday, Tuesday, Wednesday, Alternate  
Friday AM & Alternate Saturday AM

#### **Special Interests:**

All areas of General Practice, Geriatrics, Men's  
Health

### **Dr Anam Asad**

Wednesday, Friday AM

#### **Special Interests:**

All areas of General Practice, Womens Health  
Implanon Insertion/Removal,

## Nurses

Bronwyn Moore & Nazz van Heerden

## Practice Hours

### **Monday to Friday**

8.30am – 6pm

### **Saturday**

8.30am – 12pm

## After Hours Service

For Emergencies dial 000

Metro Medical is covered by Sydney Medical  
Services 8724 6300 or 13Sick on 137425. These  
home visit services are bulk billed offered after-  
hours

## Services Available

- Psychologist onsite
- Pathology onsite
- Podiatrist onsite
- ECG / Nursing Care
- Minor Surgery
- Immunisation
- Health Checks

## Appointments

Please ring 9532 0031 for an appointment either  
in person or over the Telephone. Every effort will  
be made to accommodate your preferred time and  
GP. 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. Longer consultation times are  
available, so please ask our receptionists if you  
require extra time.

## Home Visits

Out of surgery visits during business hours need  
to be pre-arranged with patients individual Doctor.

## Walk-ins

Appointments are required, although every effort  
will be made to accommodate emergencies.

## Smoking Policy

This practice has a no smoking policy.

## Recall / Reminder System

Our practice is committed to preventative care.  
You may be notified of an up & coming health  
issue, such as immunisation or Cervical  
Screening. If you do not wish to be part of a recall  
system please advise your Doctor or Nurse

## Fees

We are a Private Billing Practice. All Practice fees  
are displayed in the reception area of our surgery.

Type of Consultation	Fee	Medicare Rebate
Standard	\$88.00	\$42.85
Long	\$148.00	\$82.90
Extended	\$198.00	\$122.15

**Workers Compensation and Third Party  
consultations will be billed at the time of  
consultation. Fees vary.  
Eftpos & Credit Cards are accepted**

## Management of your personal health information

Your medical record is a confidential document. It  
is the policy of this practice to always maintain the  
security of personal health information and to  
ensure that this information is only available to  
authorised members of staff.  
Patient notes will not be released to third parties  
Without the written consent of the patient.  
Equal confidentiality applies to the computerised  
and written records

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## **Follow up of Results**

Please ask the doctor when your results will be back and when to come to see him/her. Staff are unable to give any results over the phone.

## **Your Rights**

If you have any complaints regarding the staff or doctors, please: -

1. First talk to your doctor – He or She will listen and discuss
  2. If this is unsatisfactory make an appointment with our Practice Manager – Jacqui Perritt
  3. If this fails all complaints can be addressed to the NSW Healthcare Complaints Commission
- Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## **Interpreter Services**

For patients requiring communication services, we have arrangements with interpreters and NABS for the hearing impaired. We also have Doctors in the surgery who speak fluent Russian, Arabic, Chinese, Vietnamese,

## **Facilities for the Disabled**

We have wheelchair access. If you have any special needs, please let us know.

For patients requiring communication services we have arrangements with interpreters and NABS for the hearing impaired

This practice is committed to quality improvement and is accredited.

This practice respects the decision for patients to refuse treatment on advice or seek 2<sup>nd</sup> opinions where they feel it necessary.

## **Telephone Access**

GP's & Nurses in the practice may be contacted during normal surgery hours. If they are with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP or the nurse will return your call.

## **Referrals**

This practice communicates with all allied health professionals and other health services, where necessary by referral. It is our practice policy that patients must be seen by a GP before referrals will be issued. Referrals will not be backdated for any reason.

## **Email & Internet**

No images, content or confidential information from within Metro Medical Menai is to be sent via email without express permission from Management.

Employees will not respond to requests for personal and/or clinical information via the internet and will refer these requests directly to management.

Computer and internet usage assigned to an employee's computer are solely for the purpose of conducting company business. No personal use of computers or internet is allowed within the business.

Patient information may only be sent via email if it is securely encrypted according to industry and best practice standards.

Communication with patients via email is not encouraged by this business.