

## Our Doctors

Our doctors have vast experience respectively in various aspects of general practice. They have special interests in women's health, pediatrics, adolescent health, preventative health management, mental health and travel medicine.

## Fees and Billing Arrangements

All consultations with a general practitioner will be bulk billed if you have a Medicare card. Please bring your Medicare card or number with you for all consultations. A fee will be charged for patients not registered with Medicare, and for consultations not covered by the Medicare Benefits Schedule. Please ask the receptionist prior to consultation. If your visit is as a result of work related injury, you need to inform the attending doctor. Work related consultations and treatment will be billed to the employer or the insurance company involved.

## Appointments

An appointment and a walk-in system operate in this practice with an average of 10 minutes allocated per patient unless a long appointment is required. Please inform the receptionist if you require extra time. Every effort will be made to accommodate your preferred time. When booking, please advise the reception if your problem is **URGENT**, if you require a long appointment, need a special medical examination or procedure or if more than one family member needs to be seen. If you are unable to keep the appointment, please inform us as soon as possible so that someone else can be accommodated. If you or a family member requires an interpreter, please let us know when you make the appointment.

## Telephoning your Doctor

If you wish to speak to your doctor, please contact reception and they will try to facilitate this. Note that we principally encourage patients to return to see their doctor for clinical review as this allows a more comprehensive assessment.

## After Hours Care

If you need urgent medical attention outside of our normal surgery hours, please contact **National Home Doctor Service on 13SICK (137425)**. You can arrange for a home visit and you will be bulk billed if you have a valid Medicare Card. This service is available weekdays 6pm-8am, Saturday from 12 noon and Sunday and public holidays 24 hours. Please call 000 for any Emergencies.

## Recalls and Reminders

We are committed to preventive care. To provide for an efficient monitoring of your health, this practice offers a computerized system of recalls and reminders. You shall opt out of recalls and reminders by informing the doctor. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. Recalls/reminders are done by phone or mail for follow-up tests, immunization, health care assessments, review of chronic health problems like diabetes, asthma and pap smears etc.

## Home visits

Our GPs may provide home visits strictly on a case by case basis, depending on the GP availability and on a prior arrangement between GP and the Patient,

## Test Results

Your doctor will give you instructions on how to obtain results for pathology or imaging tests (X-rays, Ultrasounds etc). In general, results are given during consultation in order to allow for appropriate discussion of their implications. It is advisable to make an appointment to discuss further management or follow-up.

## Privacy

All our medical records are computer based records. 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 authorized members of staff. Personal demographic and health information will be provided to other practices and health professionals upon receipt of a written request which includes patient authorization.

## Your Feedback

We always welcome any constructive comments or suggestions. Suggestions or complaints can be discussed with either your Doctor or the Office Manager. If you are not satisfied or your complaint cannot be resolved within the Practice, you may wish to contact:

Health Care Complaint Commission  
Locked Mail Bag 18  
Strawberry Hills NSW 2012  
Tel: 02 9219 7444 or 18000 43159

## Other Services Available:

<b>Pathology</b> Lavery Pathology	Weekdays (8.30AM-11.00AM), Saturday (9AM-12Noon), Sunday (9AM – 12Noon). Please speak to our Doctors or Staff for more information. As the times may change, please call us to  Any urgent Pathology collections shall be done by the Doctor.
<b>Dietitian</b> Umme Arsiwala	Alternative Thursday (2PM-6PM)
<b>Psychologists</b> Ms. Ann Kumar Dr. Abey Bandaranayaka	TuesdayThursday (10AM-5PM) Telehealth currently
<b>Podiatrist</b> Alhan Ramez	Alternative Thursday (2PM-6PM)
<b>Clinical Pharmacist</b> <b>Lara Lotkin</b>	Tuesday (9.30PM-12Noon)

### Emergency Numbers

General Emergency – 000

Ambulance Booking – 131 233

Black Town Hospital – 02 9881 8000

Norwest Private Hospital – 02 8882 8882

### Doctors at Kings Langley Family Practice provide following services:

- Vaccinations – Child and adult
- Baby Growth and Development
- Women’s health Issues
- Men’s health issues
- Minor Surgery
- Weight problems
- Smoking cessation
- Travel medicine
- Skin cancer checks
- Management of chronic disease
- Pre-employment checks
- Medicals for Driving
- Mental Health
- Family Planning Advice
- ECG
- Pap Smears and Breast Checks
- Liquid nitrogen freezing therapy
- Nutritional advice
- Heart check
- Children’s health check



Solander Shopping Centre

Shop 6, No. 4, Solander Road

Kings Langley, NSW 2147

**Phone: 9620 8400**

[www.kingslangleyfamilypractice.com.au](http://www.kingslangleyfamilypractice.com.au)

### BULK BILLING PRACTICE

#### Welcome to our Practice

Our team of General Practitioners, Nurses and Receptionists, aim to provide personalized patient care to your family with highest quality services and care possible.

#### Our Female and Male Doctors are

Dr. Mahishi Nanayakkara MBBS, MSc, FRACGP

Dr. Nishantha Abeydeera MBBS, FRACGP

Dr. Nausheen Talpur Ahmed MBBS, FRACGP

Dr. Bahawathy Somasundaram MBBS, FRACGP

Dr. Aileen Romulo MBBS, DCH, BSc

### Opening Hours

**Mon–Fri: 8.30am–6.00pm**

**Sat: 9am-4pm**

**Sun: 9am-1pm**