

# The Good Samaritan Medical Centre

46 Nuwarra Road, Chipping Norton 2170  
02 9602 3418  
02 9601 3499  
admin@thegoodsamaritan.com.au

## INFORMATION

Dr Wadie Michael  
Dr Issa Khalil  
Dr Bilagia Tadros

### Doctors

**Dr Wadie Michael**  
**Dr Issa Khalil**  
**Dr Bilagia Tadros**

### Allied Health Professionals

**Physiotherapist** – Monica Michael  
**Podiatrist** – Warren Hau  
**Dietitian** – Gemma Nocera

### The Practice Team

**Practice manager** – Magy Michael  
**Practice nurse** – Reva Bhadra  
**Receptionist** – Natalie Di Lucca  
**Receptionist** – Mariam Ghaly  
**Receptionist** – Veronica Gindy

### Practice Hours

**Monday to Friday** 8am – 6pm

**Saturday** 8am – 1pm

**Sunday** Closed

### Douglas Manly Moir Hours

**Monday to Friday** 7:30am – 12:30pm

**Saturday** 8am – 11am

### Appointments

Please ring (02) 9602 3418 for an appointment. 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 some extra time.

### Communication services

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. We use the following services:

- Translating & Interpreting Services (TIS)
- National Relay Service (NRS)

### Care outside normal opening hours

The Good Samaritan Medical Centre uses the services of the following after hours GP services:

- Sydney Medical Services Co-Operative Limited – (02) 8724 6300
- National Home Doctor Service - 13 74 25

### Telephone access

Please make any extremely urgent calls known to the receptionist as soon as telephone contact is made. GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken, and the reception staff will advise you when it is likely that the GP will return your call. In an emergency, your call will always be put through to a GP.

### Fees and billing arrangements

The GPs at this practice bulk bill all patients with eligible Medicare cards. Patients without a valid Medicare card, are charged a fee for their consultation.  
Standard consultation: \$50.00  
Long consultation: \$70.00

If you have any difficulty in paying our fees, please discuss it with us.

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### Our practice

Services available at AGPAL Medical Centre include:

- check-ups,
- family planning,
- pap smears,
- pregnancy tests,
- ECG – heart check,
- vaccinations,
- minor surgery – for example, stitching cuts, removal of moles and sunspots,
- nutritional advice,
- sports medicine,
- skin checks,
- mental health plans,
- pathology collection,
- work injury assessments,
- pre-employment assessments,
- dermal filler injections,
- Botox injections, and,
- hearing checks.

### Reminder system

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or receptionist know.

### Getting the results of any test or procedure

Your doctor will advise when they expect results to arrive at the practice. Call your doctor to find out your results and ask what they mean for your care. This practice has a strict emphasis on maintaining the confidentiality and privacy of all patients and their records. As such, reception staff will not discuss results over the phone.

### Smoking policy

This practice has a no smoking policy.

### Managing your file

This practice ensures all medical information is kept confidential. It is a policy of this practice to maintain the security of personal health information at all times and to ensure it is only available to authorized members of staff.

Patients who wish to have their record transferred from this practice can make a written request. All requests are dealt with promptly to ensure your continuing care.

### 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. We abide by the 10 National Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html).

Patients can request a copy of our Privacy Policy from reception.

### Your rights

This practice encourages patients to give their feedback to let us know “how we are doing”. From time to time, we invite patients to complete an anonymous survey to help us improve our services.

If you are unhappy about any aspect of the care you receive from this practice, please feel free to bring up your concerns with the doctor or receptionist so we can attempt to resolve it for you as soon as possible. If you prefer to express your concerns in writing, we have a Suggestion Box and Complaint Form available at reception. Suggestions and complaints are passed on to our practice manager, Magy who deals with all communication promptly and maintains confidentiality. Practice manager’s email: [admin@thegoodsamaritan.com.au](mailto:admin@thegoodsamaritan.com.au)

However, if you feel there is a problem you wish to address outside of the practice, you may prefer to contact the NSW Government center responsible for handling complaints:

#### NSW Health Care Complaints Commission

Locked Mail Bag 18  
Strawberry Hills NSW 2012  
**1800 043 159 (Toll Free)**  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

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