



55 Thornley Street Leichhardt 2040

Tel: 9560 3011 Fax: 9569 5098 E: info@lwchc.org.au www.lwchc.org.au

Hours: Monday to Friday 9.30am-5.30pm (closed 1-2pm)

Afterhours: Sydney Medical Service Cooperative 8724 6300

Doctors

Dr Mary Foley - Thursdays

Dr Shyamala Hiriyanna - Mondays and Fridays

Nurses – We're recruiting. Watch our website for details on nurse clinics resuming at Lakemba, Campsie, Marrickville and Leichhardt.

Manager – Roxanne McMurray

Acupuncture – Tuesdays and Fridays. Low income only.

Naturopathy - Mondays and Thursdays. Low income only.

Physiotherapy – Wednesdays.



Counselling

- General and various issues
- Drug and Alcohol issues – low income only
- Women Partners of Bisexual Men – for women in NSW whose male partners are same sex attracted
- Adult Survivors of Child Sexual Assault in partnership with Rape and Domestic Violence Services Australia
- Psychologist registered with Medicare, ATAPS and Victims of Crime Compensation Scheme

Health education

- Courses and talks at the centre and community venues – see our Group Program
- To arrange a talk or course to be run at another venue, please contact us.

Legal advice from Gowland Legal and Support for Aboriginal women and children experience family violence.

Fees:

- Doctors clinics are bulk-billed. Bring your valid Medicare card. Overseas students, bring your health insurance.
- Physiotherapy clinics have fees. See our website/Physio flier for specific details
- All other clinics and counselling \$10 per visit (\$5 concession)
- Please let us know if you have a genuine inability to pay as we will attempt negotiating a satisfactory solution.
- Some clinics are only for low income, such as Acupuncture, Naturopathy and Drug and Alcohol counselling.

Telephone Access

GPs may be contacted via telephone during opening hours. If the GP is unable to take your call, a message will be taken and you will be advised when to expect a return telephone call.

Emergency telephone calls will be dealt with immediately.

All test results are strictly confidential. Our doctors and nurse will discuss how and when you will receive results. All urgent results will be followed up with you directly.

To make an appointment or register for a group, please phone us.

Let us know if you need an interpreter. Phone us to arrange easy disability access.

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Appointments

Phone us to make an appointment, and please be on time. We also aim to be on time for appointments. Reception staff will attempt to notify you of delays to your treatment. Emergencies will be given priority.

Missed or Cancelled Appointments

Please phone us to advise if you are unable to attend your scheduled appointment. If there have been two successive appointments or a pattern of missed appointments, your health professional will speak with you about the reasons and your needs. We may not be able to continue to provide appointments for clients who fail to attend.

Longer Appointments

If you would like a longer appointment, please let the reception staff know when you are booking your appointment.

Home Visits

Speak with your doctor. A home visit may be arranged at the doctor's discretion (including availability and logistics) for existing clients within a 2km radius.

Care Outside Opening Hours

If you require care outside the normal opening hours, contact the Sydney Medical Service Cooperative Ltd 8724 6300. Other options: After Hours GP Helpline 1800 022 222; Leichhardt Medical Centre 10 Norton Street Leichhardt (near Parramatta Road) Tel. 9550 0322 or go to General Practice Casualty, Balmain Hospital, 54 Booth Street Balmain (8am-10pm seven days) or the After Hours GP Clinic in Canterbury Hospital, Canterbury Road Campsie. Tel. 1300 665 569.

If you need urgent medical attention, dial 000 or go to the nearest public hospital Emergency Department to you. Local hospitals are: Royal Prince Alfred (RPA), Missenden Road Camperdown; Canterbury Hospital, Canterbury Road Campsie or Concord Hospital, Hospital Road Concord .

Reminder System

We are committed to providing you with the best possible preventative health care. Practice staff will seek your permission to be included on our reminder system. We also participate in State/Territory Reminder Systems. If you do not wish to be a part of these systems, please let us know.

Management of Your Personal Health Information

Your personal health information is collected and used directly in association with your health care. Your health record is a confidential document and it is the policy of LWCHC to maintain the security of health records at all times. We will ensure that your information is only available to authorized staff or seek your permission before disclosing it to any third party. If you have any concerns about your health information privacy, please let your doctor or reception staff know.

Cultural Background and Ethnicity

We are committed to providing high quality, preventative health care. To ensure that your health care is tailored to your needs, staff at this practice encourage clients to identify their cultural background and/or ethnicity. If you identify with a particular cultural background, please let your doctor or reception staff know.

We have a No Smoking Policy



Your Rights

If you have a problem with your health care or had a negative experience when visiting us, we would like to know.

Please discuss any problems you may have with your doctor or other practitioners. To make a complaint please speak with the Manager Roxanne McMurray, tel. 9560 3011 or email roxanne@lwchc.org.au. Feedback and complaints are taken seriously and are used to help us improve.

Complaints can also be made to the:
NSW Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills NSW 2012
1800 043 159 (Toll Free) Email: hccc@hccc.nsw.gov.au