

# Lane Street Medical Centre

31/ 15-17 Lane Street, Wentworthville, NSW 2145

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***The Lane Street Medical Centre welcomes you to our surgery and offers the following information to assist you.***

Lane Street Medical Centre is a purpose-built family general practice that offers Bulk Billing Services. The Centre has 4 consulting rooms, a treatment room and a pathology collection room. The Medical Centre is located approximately 350 meters to Wentworthville railway station. Wentworthville (postcode 2145) is a rapidly growing suburb of Sydney, New South Wales of Australia. It is located around 23kms from the Sydney CBD.

## **Our Team:**

### **DOCTORS:**

Dr. Eshwar Madas (Male GP)

Dr. Maurice Matta (Male GP)

Dr. Alagendran Kanapathippillai (Alex) (Male GP)

Dr. Geeta Krishna Tadimalla (Female GP)

Dr. Jacinta Kolend (Female GP)

Dr. Bhadresh Patel (Male GP)

Dr. Sheela Kachwaha (Female GP)

Our Practice nurses Kiran and Indra support our doctors, assisted administratively by our practice coordinator Anne and receptionist Mary, Nisha, Rani and Pukar. Our team also includes a range of allied health professionals and counsellors.

## **Our Services:**

The Lane Street Medical Centre serves a population of diverse ethnic backgrounds. The Medical Centre is aimed at providing best possible family care and considers patients' rights, beliefs, religious and cultural backgrounds while providing healthcare. The Centre offers a comprehensive range of community based, coordinated and customer friendly GP, allied health & pathology services to patients, their families, carers and the community at large. The services provided include general health checks, skin cancer checks, children and immunisation related services, workers compensation, chronic disease management, musculoskeletal and women's and men's health services.

## **Appointments:**

Appointments at Lane Street Medical Centre can be made online through Hot Doc, medical centre's website or by calling on 96312708/9631 7599 between 7:00 am to 11:00 pm, Mondays to Sunday including public holidays. We encourage you to book an appointment, however, we accommodate walk ins. If your problem is urgent, we will endeavour to either see you on an urgent basis or will advice to go to nearest hospital. Please also state if you need long appointment. If you or someone

you are assisting needs an interpreter or has special communications needs, please inform our staff prior to the appointment.

In serious EMERGENCY, we advise you to dial “000” and ask for an “Ambulance” and provide your exact location and nature of the emergency especially during acute chest pain, difficulty in breathing, severe bleeding, very sick child and serious accident.

Cancellation of an appointment made with 24 hours’ notice will not incur any charges. Cancellation and no shows are not encouraged at Lane Street Medical Centre and repeated (2 appointments in a month) cancellations and no shows will incur a no-show fee. Please notify reception staff as soon as you know if you are unable to attend an appointment.

### **Home Visits**

Home visit may be available for those who are unable to attend the surgery due to their illness, however you need to book an appointment beforehand and only selected doctors do home visits.

### **Recalls/ Reminders**

Recalls and reminders are incorporated into our medical record system so that you may at times receive a request by telephone or text message to attend for regular check-ups, urgent investigation result, immunisation review or to visit your nearest hospital. Please discuss with the Doctor or Practice Nurse if you have any queries or do not want any reminders.

### **Communication**

We communicate with our patients via telephone, facemail, email and text messages. Patients can communicate us between 7:00 am to 11:00 pm, Monday to Sunday. All significant communication with our patients are recorded in their health records. Communication with patients via electronic means are conducted with appropriate regard to the privacy laws relating to health information and confidentiality of the patient’s health information. We are not active on social media and we do not communicate with our patients through social media.

All members of the practice team are aware of alternative modes of communication that may be used by patients with a disability or special needs, including the National Relay Service (NRS) for callers with hearing impairments, and Translating and Interpreter Service (TIS) for patients who do not speak the primary language of our practice team.

### **Parking:**

We have ample parking space beside the centre. Additionally, street parking is also available. We are well suited with disability car parking and our practice has modified access for people with physical disability.

### **Fees:**

We are a purpose-built family general practice that offers Bulk Billing Services. All doctors bulk bill for the consultation, however for some procedures, the treating doctor may charge a gap fee. Private patients without Medicare would have to pay for their consultation. Administrative staff will inform you about costs.

### **Confidentiality and Medical Records**

This practice is committed to protect your personal health information. All staff must sign a confidentiality cause, and if you feel that this has been breached at any time, please discuss this with your doctor. Medical records are held securely and are structured to best meet your health needs. If you wish your information to be transferred to another doctor, it is necessary for you to first sign a release declaration form and then a copy of the relevant information will be sent to the new doctor. Medical reports for solicitors and insurance companies will only be done if appropriate consent has been arranged and payment is received up front. If you wish to have a copy of your information, it is recommended that you book an appointment with your doctor to discuss this. Privacy leaflets are available on request.

### **Complaints and Feedback:**

Our practice is willing to listen to any suggestions or comments that you may have to improve patient care. Please talk to the staff/doctor or add a comment to the suggestion box or email us. All complains will be addressed according to companies complain handling policy If you have a complaint that you feel has not been sufficiently addressed through this mechanism, please ask for a complaints form.

Formal and independent complaints may be directed to:

The Office of the

Level 12, 323 Castlereagh Street

SYDNEY NSW 2000

Phone: [\(02\) 9219 7444](tel:0292197444) Email : [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au) Fax : (02) 9281 4585

A written policy on receiving and returning electronic communication is available on request. Please do not hesitate in asking the receptionist if you have any questions. Further information can also be found at [www.lanestreetmedicalcentre.com](http://www.lanestreetmedicalcentre.com)