

YOUR HEALTH

Patient details

Our practice aims to maintain a current and accurate database of your personal information to allow us to provide the best possible care. Please notify us if your personal details have changed.

Privacy/confidentiality

Our practice views privacy as a top priority, both within the consulting area and in the waiting room. Should you have a particular concern regarding the discussion of a private matter, please inform our staff and we will make the necessary arrangements.

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 authorised members of staff. Please refer to our website or ask our receptionist to review our privacy policy.

Results of tests

Patients are requested to book an appointment to review results. Patients with abnormal results requiring further discussion will be recalled by telephone. If you are not contactable by telephone, a letter will be sent to your address.

In the event of an urgent abnormal test result, your doctor will contact you.

Preventive health

Our practice believes in practicing preventive health, and patients are recalled for pap smears, mammograms, diabetes and general health checks. We would encourage you to attend the practice at least once a year for a complete preventive health check.

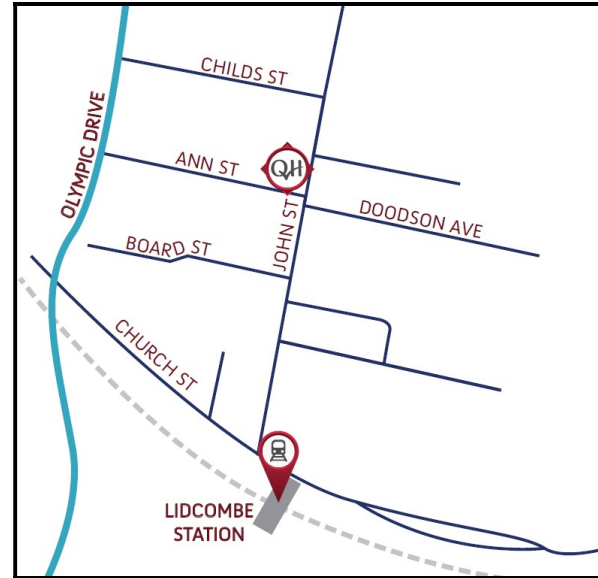
Interpreter service

Our staff are proficient in conducting consultations in English, Cantonese, Mandarin and Korean. If you require the assistance of an interpreter or translation service, please inform reception staff.

WHERE ARE WE?

Our address is:

Quality Health Medical Centre
Shop 1/46-50 John St. (cnr of Ann St.)
Lidcombe NSW 2141



HOW CAN WE IMPROVE?

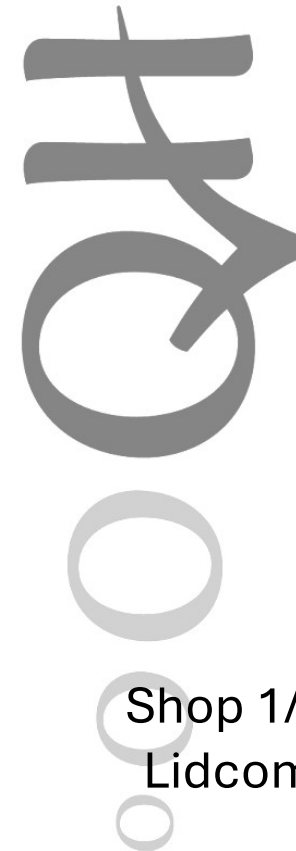
Feedback

Our goal is always to provide you with the best quality care that satisfies your needs. If you have any concerns you would like to raise, we always welcome your comments and suggestions. Please feel free to talk to our staff, or you may prefer to write to us or use our suggestion box.

Complaints

We believe that problems are best dealt with through the practice. If however you feel that you would like your concerns to be dealt with outside the practice, you may prefer to contact the NSW Health Care Complaints Commission Office at (02) 9219 7444.

QUALITY HEALTH MEDICAL CENTRE



Address

Shop 1/46-50 John St.
Lidcombe NSW 2141

Contact us

Phone: (02) 9646 2828

WELCOME

About our practice

Quality Health Medical Centre is a modern medical practice that offers quality, comprehensive health care services to the local community, and is accredited by Australian General Practice Accreditation Limited (AGPAL). We cater to individuals and families of all ages and backgrounds.

Whatever your health issue, we aim to look after you in a welcoming, respectful and kind manner.

General consulting hours

Monday to Friday * 8:30AM – 6:00PM

Saturday 8:30AM – 1:00PM

We are closed Sundays and public holidays

* Lunch is taken at 1:00PM – 2:00PM

After-hour care

In emergencies, please call for an ambulance: 000

Our nearest hospital is Auburn Hospital:

(02) 8759 3000

Alternatively for less serious matters, please call the Sydney Medical Service After-Hours Service:

(02) 8724 6300

SEEING A DOCTOR

Making appointments

We encourage all patients to book an appointment in advance, where possible. This ensures that our practice can see you with minimal delays.

Seeing a doctor without an appointment

Patients who walk into the practice without an appointment will be seen at the first available slot between existing appointments, depending on the urgency of your presentation.

Please inform the receptionist if you have an urgent concern.

Appointment length

Standard consultations at this practice are 15 minutes.

Please inform the receptionist beforehand if you think you may need a longer appointment.

Telephone calls

Our doctors are contactable via telephone within consulting hours. If a doctor is with a patient at the time of your call, a message will be taken and your call will be returned as soon as possible. In most cases, our reception staff will be able to help you with your enquiry.

Please inform the receptionist if you have an urgent concern.

Seeing a doctor outside the surgery

If you are too ill to come to our practice, we may be able to arrange a home visit if you live within 1km of the practice. Please notify the receptionist if this is the case, and we will advise you accordingly. Emergencies should be discussed with a doctor.

Fees and billing

For doctor consultations in the surgery, our practice bulk bills all patients with a valid Medicare card. For patients without a Medicare card, our fees are reasonable and are charged by length and/or content of consultation.

OUR TEAM

General Practitioners

- Dr Samuel Cheng
- Dr Catherine Lip
- Dr Man Wai Wong
- Dr Kin Lam
- Dr Karen Lee
- Dr Alan Ng
- Dr Joanne Cheng
- Dr Rebecca Li
- Dr Reece Pahn
- Dr Michael Keem

SERVICES

- Comprehensive health checks
 - Chronic disease management: diabetes, asthma, cardiovascular health, many others
 - Children’s health checks (most of our doctors have further training in children’s medicine)
 - Adult healthy living checks
 - Aged care health assessments
- Women’s health
 - Full women’s health check
 - Cervical screening (HPV or “pap”) tests
 - Implanon insertion (long-term contraceptive)
 - Mirena and other intrauterine device insertion (long-term contraceptive)
- Procedural medicine
 - Acute wound care and closure
 - Skin excisions (to remove suspicious moles/tumours)
- Blood/pathology collecting service
- Physiotherapist
- Chiropractor
- Exercise physiologist
- Psychologist