



## Practice Information Sheet

### Practice Nurse

Christina White

### Practice Manager

Tripti Joshi

### Opening Hours

Monday to Friday – 9:00am to 5:00pm

Saturday – 9:00am to 2:00pm

Sunday - Closed

### Practice Contact Details

The Bond, level 4, Suite 4.15

8 Elizabeth Macarthur Dr. Bella Vista NSW 2153

Tel: 02 9680 2708

Fax: 02 9894 1708

Email: [reception@thechildrensdoctor.com.au](mailto:reception@thechildrensdoctor.com.au)

### Practice Doctors

Dr Sharada Devadas (Principal/ GP)

Dr Barbara Adams (GP)

Dr Swetha Thakkar (GP)

Dr Anthony Liu (Paediatrician)

Dr Sowmya Gandham (Paediatrician)

Dr Katrina Zaballa (Paediatrician)

Dr. Prasad Athreya (Orthopaedic Surgeon)

Christopher Gilbert (Psychologist)

Jordan Sharp (Psychologist)

Ketaki Soman (Psychologist)

Leila Brown (Psychotherapist)

Candace Strachan (Occupational Therapist)

Brittany He (Speech Pathologist)

*This document is current as of July 2024. Please always check for the latest version via our website.*



## Appointments

The Children's Doctor runs by appointment. Please call the practice to book on 02 9680 2708. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 15-minute intervals. 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 consultations times are available, so please ask our receptionists if you require some extra time. 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.

## Care Outside Normal Opening Hours Arrangements

If you require urgent medical attention (emergency care) please call an ambulance on 000.

If you need medical attention outside our practice operating hours, please call National Home Doctors Service on 137 425.

## Allied Health Specialists at our Practice

Psychologist: Chris Gilbert is available Thursday's and Friday's.

Psychologist: Jordan Sharp is available on Mondays.

Psychologist: Ketaki Soman is available on Tuesdays and Saturdays.

Occupational Therapist: Candace Strachan is available Tuesdays, Wednesdays and Thursdays.

Speech Pathologist: Brittany is available on Fridays.

**Please call the practice for an appointment or to be added to their wait list.**

## After Hours

For emergencies only, existing patients of the practice can contact Dr Sharada after hours on: 0413 067 883.

## Telephone Access

Telephone Appointments are available with any of the doctors. For scripts and referrals, an appointment is needed. Please note we are also offering consults via video to accommodate any patients that may be unable to visit us in person due to the effects of COVID-19. As per Medicare requirements you will need to have been seen in the practice face to face in the past year.

## Services Available

GP Consults for the whole family (children & adults)	Pregnancy shared care (with Dr Sharada Devadas)
Immunisations	Psychology Services
Baby health checks	Occupational Therapist
Paediatrician	Speech Therapist

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## **Fees & Billing Arrangements**

Payment is required at the end of the consultation. We accept EFTPOS, Mastercard & Visa payments only and are a cash free practice. Please note that all Medicare rebates will be processed for you on the day also.

- The fee for a standard 15-minute appointment is \$85 with a Medicare rebate of around \$42.85.
- The fee for a long 30-minute appointment is \$150 with a Medicare rebate of around \$82.90. Please note that all New Patients attending the practice will require a 30-minute consult for their first visit.
- Prolonged consults can also be arranged with the reception team for appointments that require longer than 40 minutes that are \$200 with a Medicare rebate of around \$122.15.
- Consultations that may require a longer consultation could include; New patients, full comprehensive health checks, Women's health checks, newborn health checks, care plans.

## **Receiving the results of any test or procedure**

If you have had a test done, please be sure to contact the clinic 3-5 working days following the test for the results, or as advised by your doctor. It is our policy NOT to notify patients if an appointment with the Doctor is NOT required following tests.

## **Recall and Reminder System**

Our practice is committed to preventative & holistic health care and follows best practice guidelines. The Children's Doctor works in co-operation with Hot Doc to assist us with issuing you any reminder notices that might be necessary. If you do not want to be part of this reminder system, please tell the receptionist or your doctor.

## **Management of your Personal Information and your Rights**

Your medical record is a confidential document. All staff at The Children's Doctor respect the privacy and confidentiality of your health information. 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. We have a comprehensive policy on the management of Personal Health information a copy of our Privacy Policy can be requested from our reception team at any time. We abide by the Commonwealth Privacy Act 1988 ([www.oaic.gov.au/privacy-law](http://www.oaic.gov.au/privacy-law) Privacy Amendment Act 2012 ([www.legislation.gov.au/Details/C2012A00197](http://www.legislation.gov.au/Details/C2012A00197)) and Australian Privacy Principles APP March 2014 ([www.oaic.gov.au/.../privacy-fact-sheet-17-australian-privacy-principles](http://www.oaic.gov.au/.../privacy-fact-sheet-17-australian-privacy-principles))

## **Complaints, Feedback and Suggestions**

We welcome any feedback that will help us to improve our service. We take your concerns, suggestions & complaints seriously and as a result have a suggestion box that can be located within our reception area. Please feel free to anonymously provide us with feedback and your suggestions. Health Insurance Commission may be contacted at postal address **Locked Mail Bag 18, Strawberry Hills, NSW, 2012**

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