

## SERVICE LIST

### NEW DIABETIC EDUCATOR NOW STARTED.

#### ASTHMA CLINIC

#### SKIN CANCER CLINIC

- Skin Cancer Check
- Skin lesion surgery and cryotherapy

#### WOMEN'S HEALTH

- Antenatal and Post natal care
- Pap smear
- Breast Check
- Family Planning and contraception
- Implanon insertion and removal

#### CHILDREN'S HEALTH

- Childhood Immunisations
- Newborn Assessment
- Children's Health Check
- Developmental Assessment
- Adolescent Health

#### PREVENTIVE HEALTH

- Blood Tests/collection
- Blood Pressure Check
- Vaccination, e.g. influenza, travel
- Smoking Cessation
- Weight Management

#### PROCEDURES

- Minor Surgical Procedures
- ECG Heart Assessment
- Spirometry

#### OTHERS

- Travel Medicine
- Work Cover
- Counselling and Mental Health
- Men's Health
- Pre-employment Assessments
- Insurance Medical Assessments
- Driver's Medical Assessments
- Medico-Legal Reports
- On-site pathology
- My Health record (e-Health)

## EMERGENCY AND USEFUL PHONE NUMBERS

Ambulance/Police/Fire Brigade	000
Lane Cove Council	9911 3555
Lane Cove Library	9911 3634
Royal North Shore Hospital	9926 7111
Children's Hospital (Westmead)	9845 0000
Children's Hospital (Randwick)	9382 1111
Lifeline (24hr service)	13 11 14
Poisons Information Centre	13 11 26
NSW Healthcare Complaint Commission	1800 043 159



# EMERALD MEDICAL CENTRE Lane Cove

& SKIN CANCER CLINIC

(Male and female doctors available)  
Appointments available

## OPEN 6 DAYS

Mon to Thurs: 8am to 6pm  
Friday: 8am to 5pm  
Saturday: 9am to 1pm  
Sunday: Closed

## BULK BILLING

1/90 LONGUEVILLE RD  
LANE COVE, NSW 2066

Ph:(02) 9420 0222

FAX: (02) 9420 0333

Email: emclanecove@gmail.com



## OUR PRACTICE

**Welcome!** Emerald Medical Centre commenced practice in 2010. Our aim is to provide holistic comprehensive medical care for our patients. This involves treating all your medical problems. We are also active in preventative health, and our aim is to work together with you to prevent the development of medical problems and to keep you healthy.

## OUR TEAM

### Dr QH Norman Phan

M.B., B.S. (Syd), FRACGP

**Special interest in general medicine**



### Dr Najiba Arian M.B.B.S, VR

**Special interest in general medicine, women's health, diabetes**

### Dr Darshanee Mahaliyana

M.B.B.S, FRACGP

**Special interest in mental health, Women's health, chronic disease, travel advice, worker's compensation**



### Dr Carl Wong

B.Pharm, Hons M.B.B.S (Syd), FRACGP, Dip. Child Health, Cert. GP Dermatology

**Special interest in paediatrics, skin checks, chronic disease, prevention health checks**



## Allied Health

### Mr Ben Ebert (Psychologist)

B.A, PG Dip Psych

### Ms Barbara Yassa (Dietitian)

Master of Nutrition & Dietetics

## FEE AND CHARGES

**All consultation performed in our medical practice by the doctors are bulk billed. Any other fees and charges are payable at time of consultation.**

For those without a valid Medicare card, a cash payment is required: Standard consult \$80 (\$120 After Hours)

Long consultation \$130 (\$180 After Hours)

## VACCINES

Many vaccinations are provided free if you are eligible through Medicare. We will notify you if there is a fee for the vaccine.

There will be a fee for travel vaccinations, as these are not funded by Medicare. **We are a yellow-fever accredited vaccination provider.**

## OTHER CHARGES

WorkCover related consultations.

Procedures (eg. Skin lesion removals, implanon procedure).

## PRIVACY POLICY

It is the policy of this practice to maintain security and confidentiality of personal health information at all times, and ensure this information is only available to authorised members of staff. For more details, please ask to see our Privacy Policy.

## TEST RESULT

Pathology and test results will not be given out over the phone. This is because of patient confidentiality and also the need to often explain the result in person. Please arrange an appointment to discuss your results, as advised by your doctor. We do recall patients with significant abnormal results, so please ensure your contact details are up to date at our reception desk.

## REMINDER SYSTEM

Our practice is committed to preventative care. We will issue you with a reminder notice from time to time, offering you health services appropriate to your needs. This may come in the form of phone calls, SMS Text Message or a formal letter. We also participate in the State/Territory reminder system. If you do not wish to participate, please advise our reception staff.

## APPOINTMENTS & Walk-In

Please call us for an appointment. Longer consultations are available; please advise the reception staff if you require extra time. Urgent issues will be triaged. Emergencies will always be given priority. Walk-ins will be allocated the first available consultation, and will usually be required to wait.

## AFTER HOURS SERVICES & HOME VISITS

Our After-hours service contact is:

**Ph: 13 SICK or 13 7425**

**In the event of emergency and our surgery is closed, please ring 000 for an ambulance.**

Home visits are available for regular patients whose conditions prevent them from attending the surgery. Please ask our reception for more details.

## COMMUNICATION POLICY

Our reception staff will assist with any general enquiries. Telephone calls will not generally be put through to doctors. When appropriate and needed, your doctor (or assigned staff) will reply to any messages within 24 hours. In the case of an urgent medical problem, your call will be triaged by our practice nurse according to your needs, and the doctor contacted directly if there are major concerns. Emails and Facsimiles are reviewed on a daily basis. Any detailed or sensitive information is not encouraged or recommended to be sent via email to the practice as it is not a secure way of communication.

## PATIENT FEEDBACK

If you have suggestions, comments or are unhappy with the service you have received, please contact us in writing or by email. Email: [emclanecove@gmail.com](mailto:emclanecove@gmail.com), (attention to: Practice Manager) or call **(02) 9420 0222**.

Alternatively you can contact AHPRA (Australian Health Practitioner Regulation Agency).