



PRACTICE INFORMATION SHEET

Welcome to our practice! In the following pages we have tried to provide you with all the information you will need to ensure your time with us is simple, professional and beneficial to your health.

DMC Medical Centre was established in 1992. We have been assisting the community with their healthcare needs for over 24 years. We are a fully accredited practice with a wide range of services available.

The DMC Philosophy

The doctors and staff at DMC Medical Centre strive to provide high quality healthcare in a friendly and caring environment. We have a strong focus on family health care, and preventative care.

Contact Details

Address: 159 Victoria Road, Drummoyne NSW 2047
Phone: 02 9819 6666 **Fax:** 02 9719 8455
Email: help@dmcmedical.com.au
Website: www.dmcmedical.com.au
Facebook: www.facebook.com/DMCmedical

DMC Opening Hours

Monday – Friday 7.30am to 7pm
Saturdays 9.00am to 4.00pm
Sundays 9.00am to 4.00pm
Public Holidays 9.00am to 4.00pm

Healthier Living Clinic

Address: Level 1/ 159 Victoria Road, Drummoyne NSW 2047
Phone: 02 9819 6882 **Fax:** 02 9719 3881
Monday – Friday 8.30am – 3.30pm

DMC Medical Centre is closed on New Year's Day, Anzac Day, Easter Friday, Christmas Day and Boxing Day.

Our Doctors

Dr Quentin Cameron - Mb ChB (Otago), Dip Obs Gyn, FRACGP

Quentin completed his medical degree at the University of Otago, New Zealand in 1982. He spent a further two years in the hospital system before going on to pass his Family Medicine exams and complete his Diploma of Obstetrics. He came to Australia in 1989 and co-founded DMC in January 1992. His professional interests are paediatrics, women's health including antenatal shared care and minor procedures. Unfortunately, Dr Cameron is not currently accepting new patients.

Dr Joe Cordaro - MBBS (Syd Uni), FRACGP M MedSc.(Epi)

Joe has been practicing medicine since 1992. In 1989, he graduated from Sydney University, trained at Westmead Hospital, and completed the family medicine programme prior to commencing at DMC. In 1994, he completed the Fellowship of Royal Australian College of General Practitioners. He has recently graduated with a Master of Medical Science, in Clinical Epidemiology, and has served as a board director of the Central Sydney Division of General Practice. He is committed to continual quality improvement of health care services, and this is evident in his work at DMC. Unfortunately, Dr Cordaro is not currently accepting new patients. Other languages spoken: Italian

Dr Peter Davidson - MBBS (Syd Uni), FRACGP

Peter completed Medicine at Sydney University in 1989. In 1996 before joining DMC he worked in various Sydney hospitals including the Sydney Children's Hospital and spent one year working in the UK. He became a fellow of the Royal Australian College of General Practitioners in 1996. His medical interests involve all aspects of family medicine, antenatal care, paediatrics and diving medicals.

Dr Linda Pope - MBBS, Master of Paediatrics

Linda completed her medical degree and Masters of Paediatrics in the 1980s from the University of New South Wales. Having completed 5 years hospital training including over 3 years at Sydney Children's Hospital, Linda went into general practice in Sydney's inner west. Linda enjoys helping people work towards good health outcomes, with special interests in paediatric medicine, women's health and psychological medicine in children and adults.

Dr Katrina Wong - MB ChB (Otago), Dip Obs, FRACGP

Katrina completed Medicine at University of Otago, New Zealand. She worked at Westmead Hospital and Westmead Children's Hospital. She obtained her Diploma in Obstetrics and completed the Fellowship for the Royal Australian College of General Practitioners in Melbourne prior to her return to Sydney. She has worked at DMC Medical Centre for many years now and is interested in all aspects of family medicine and general health care including women's health and antenatal shared care.

Dr Ali Kutlu - MBBS, FRACGP

Ali completed medicine at the University of Ankara-Medical Faculty, Ankara, Turkey in 1983. He worked in General Practice there until 1994. Dr Kutlu worked at Royal Prince Alfred Hospital from 2001 and has been working as a General Practitioner since 2003. He has worked in a few practices in the Inner West – most recently at Croydon Medical Centre. In 2003, he completed the Fellowship for the Royal Australia College of General Practitioners. He has an interest in mental health, cardiovascular disease, diabetes, travel medicine and general family practice. Other languages spoken: Turkish.

Dr Jeremy Kong - MBBS BSc (Med) (UNSW), FRACGP

Jeremy completed medicine at the University of NSW in 1996. He completed his internship at Wollongong Hospital and then completed his residency at St Vincent's Hospital. He also completed terms at The Royal Hospital for Women and Sydney Children's Hospital. Since then Jeremy has worked at General Practice Casualty at Balmain Hospital, then in medical practices in Burwood, Nimbin, & Haberfield. Dr Kong worked in a medical practice in Cronulla from 2005-2011. He started with DMC in 2011. He has many interests outside of medicine, including music, travel, and playing sport - bushwalking, canyoning, and surfing. Dr Kong has an interest in travel medicine, paediatrics, men's health, preventative and comprehensive family medicine. Dr Kong also regularly works as a surgical assistant for a number of surgeons in Sydney.

Dr Donald Munro - MB ChB (Otago), FRACGP

Dr Munro completed Medicine at the University of Otago, New Zealand. Dr Munro co- founded DMC in January 1992.

Dr Theresa Ong - MBBS, Dip Child Health, Grad Cert Christian Counselling, FRACGP

Theresa completed her medical degree at the University of NSW in 1992. She completed her internship at St George Hospital, and Royal Alexandra Hospital for Children. She has since worked at a number of practices in Sydney and most recently at Rhodes since 2008. She has a Diploma of Child Health and is a Fellow of the Royal Australian College of General Practitioners. She has an interest in paediatrics, women's health, antenatal shared care, mental health, and travel medicine. Theresa also has an interest in preventative medicine and health coaching, including health checks and assistance with weight reduction, smoking cessation, and stress management.

Dr Eric Bustos - MBBS, BSCh, FRACGP

Eric completed his medical degree at the University of Ottawa in Canada in 1995. He completed his residencies at a number of hospitals and health services in Canada and moved to Australia in 2001. Dr Bustos has worked at a number of practices in Sydney and also as a GP for the Royal Australian Navy. Eric has been a GP at Balmain Hospital General Practice Casualty since 2001. He is a Fellow of the Royal Australian College of General Practitioners. He has an interest in paediatrics, women's health, antenatal shared care, mental health, diving medicals and travel medicine. Eric is very active, he enjoys cycling, surfing, camping, and a variety of sports. Other languages spoken: French and Spanish.

Dr Nina Low - BMed, FRACGP

Dr Low completed her medical degree at University of Newcastle in 2003 and completed her residencies at Westmead Hospital and Blacktown Hospital. She worked at a rural practice in 2007 and since then has worked at a number of practices in the inner west, most recently at Gladesville. Nina's interests are paediatrics and family medicine.

Dr John Gambrill – FRACGP

Prior to DMC, Dr Gambrill worked as a GP in his practice in Rozelle for over 29 years. He has a Degree in Medicine, a Doctorate in Medicine and is a Fellow of the Royal College of General Practitioners.

Dr Robert Marr - MBBS (UNSW), MPH (John Hopkins Uni USA), FAFPHM

Dr Marr has worked in Rozelle for the last 29 years. He has special interests in General Practice Medicine, Public Health Medicine and Travel Medicine. Dr Marr was influential in advancing Public Health in Australia through the introduction of Medicare and has served as a Commissioner for the Health Insurance Commission.

Dr Lara Mihaljevic - MBBS, FRACGP

Lara graduated in 1983 from the University of Sydney with honours and also holds a Diploma of Child Health and a Graduate Diploma of Public Health. She also has postgraduate training in mental health. She has spent nearly 30 years working in general practice and has a special interest in child health, women's health, preventative medicine and aged care. Dr Mihaljevic also works part time at the Inner West Sydney Medicare Local as a clinical editor on the Health Pathways project (a web based portal for GPs providing evidence based information on disease management of patients). Lara is married with 2 children aged 13 and 15.

Dr Matthew Masterson - MBBS, FRACGP

Matthew is one of our local GP's who grew up in the area and always endeavours to provide the best care to all of his patients. He completed his medical degree at the University of Adelaide in 2010. He furthered his training across a broad range of medical specialties at St George Hospital and started working as a GP in 2013. Matthew thoroughly enjoys all aspects of being a GP however he does have a particular interest in skin cancer checks and minor surgery to remove skin lesions. Matthew's other special interests include sporting and workplace injuries, travel medicine, men's health, child health and all aspects of women's health including antenatal care, contraceptive advice and implanon insertion. Dr Masterson also offers tailored general check-ups to all patients that wish to obtain optimal health and prevent chronic disease.

Dr Hayley Berry - MBBS, FRACGP

Hayley completed her medical training at University of Sydney in 2009 and has trained at hospitals including Royal North Shore, Hornsby, Manly and Concord Hospitals. Terms included general medicine, geriatrics, cardiology, orthopaedics and emergency medicine. She started GP training in 2015 and is currently in her final year as GP registrar. She is undertaking her National Family Planning certificate in reproductive and sexual health. She is interested in all aspects of general medicine, in particular women's and children's health.

Dr Kimberly Goodman - MBBS, FRACGP

Kim graduated from the University of Newcastle-upon-Tyne in the UK in 2001. Since moving to Australia she has gained broad clinical experience including emergency, paediatrics, drug and alcohol medicine and palliative care; training in Gosford, Concord and Westmead Children's Hospitals. She is currently still working as an Emergency medicine registrar at Concord Hospital. She joined the GP training program in 2015 and is loving the broad nature of general practice, completing her training part-time whilst caring for her young twins. She particularly enjoys mental health, paediatrics and womens' health.

Dr Nikki Fiscaro - MBBS, FRACGP

Nikki graduated with a Bachelor of Medicine/Bachelor of Surgery from the University of Notre Dame. Her studies included a year of rural medicine in Ballarat, Victoria, a short stint at Colonial War Memorial Hospital in Suva, Fiji and Emergency Medicine training at Royal Darwin Hospital in the Northern Territory. She trained at St George Hospital for three years with a focus in Critical Care Medicine before commencing general practice training. Nikki enjoys treating a variety of patients from all age groups and all disease categories. Her special interests are preventative medicine, sexual health, travel medicine and sports medicine. In her spare time, Nikki enjoys travelling, woodworking and furniture building and keeping fit.

Staff

Fiona Kolokas - Centre Manager

Fiona has worked as a Practice Manager in General Practice for the past 18 years and is responsible for the overall general management and practice direction of our medical centre. She is a Certified Practice Manager with the Australian Association of Practice Managers, and is the NSW Vice President of the same organization. Fiona was awarded Australian Association of Practice Managers NSW Practice Manager of the Year in 2012 and is an active member of a number of health committees including Chair of the Sydney Practice Managers Network. She is passionate about her role at DMC and is dedicated to the provision of the highest quality services and care to all of our patients at DMC Medical Centre.

Belle Paton –Practice Manager

Belle has worked with DMC for 5 years. During this time she has strived to provide exceptional patient care and connectivity. She is highly experienced in staff training and dedicated to ensuring our patients receive extraordinary customer service during their time at DMC.

Practice Nurses

Sue Andrews – Nurse Coordinator

Sue qualified as a Registered Nurse in 1978 in the UK. She has worked in a wide variety of fields including midwifery, neurosurgery, general practice, family planning, and as a nurse for the film industry.

Caroline McDonald - Chronic Disease Nurse.

Caroline is a registered nurse and rehabilitation counsellor, with extensive experience in general practice nursing. Caroline's passion is preventative health care and chronic disease management.

Nurses

Our fantastic nurses are: Barbara, Roe, Trish, Sandy, Lea and Linda.

Receptionist Team

Miranda – Ground Floor Reception Supervisor

Anna – Level 1 Office Manager

Our wonderful receptionists are: Prue, Mora, Gabrielle, Andrew, Jake, Annabel, Annette, Christina, Megan, Mila, Rebecca and Annie.

After Hours Care

For EMERGENCIES please proceed immediately to the Accident & Emergency at Royal Prince Alfred Hospital, Camperdown (ph: 9515 6111), Canterbury Hospital (ph: 9787 0000), Concord Hospital (ph: 9767 5000) or the hospital nearest to you, or call 000 for an ambulance.

For NON URGENT medical attention after hours, please call Sydney Medical Service on 8724 6300. This service provides home visits to DMC Medical Centre patients and is a bulk billed service to valid Medicare Card holders.

Alternatively, please proceed to Balmain Hospital General Practice, open 8am to 10pm and located on Booth St, Balmain (ph: 9395 2317) or Canterbury Hospital General After Hours Clinic, open 6pm to 12pm and located on Canterbury Rd, Campsie (ph: 9787 5745).

Communication Policy

Telephone Calls

Patients are encouraged to make an appointment to speak with their doctor. However, patients may leave a phone message and where appropriate the doctor will return the call within 48 hours. Alternatively, a practice staff member may call to advise you the doctor has requested you make an appointment. Urgent calls will be put through to your doctor when appropriate.

Website - www.dmcmedical.com.au

The DMC website is full of information you need to know when attending our practice. We also have a range of health brochures available for order through the website so please feel free to have a look and email DMC with any requests you may have.

Email

DMC Medical Centre has an email address that patients can use to send through simple communications to their doctor or practice staff. The email address is help@dmcmedical.com.au. This email address is checked on a regular basis and any email received will be acknowledged in a reply, and passed on to the addressee. All relevant emails will be stored in your patient record. While we make every effort to keep your information secure, we remind our patients that electronic communication and information can potentially be compromised and accessed by persons outside of our centre. Patients communicating with DMC Medical Centre through email do so at their own risk. Emails should never be used for urgent or emergency situations. Emails are not treated as an urgent form of correspondence and a response will take a minimum of 48 or more hours. For urgent or priority communication with DMC Medical Centre please call our team on 02 9819 6666.

Facebook

You can now find us on Facebook! Keep up to date with all that is happening at DMC by following our page at www.facebook.com/DMCMedical.

Scripts & Referrals

It is important that you see your regular doctor for your scripts and referrals. However, subject to certain terms and conditions, you may be able to organise your repeat script or referral over the phone. If your doctor does write a script or referral for you without a consultation, then there may be a charge of \$20.00 for this service and a delay of 48 hours.

Please note that referrals may not be backdated, so please ensure that you see your doctor for your referral prior to seeing your specialist.

Appointments

At DMC Medical Centre, we like to keep our waiting times to an absolute minimum. Please assist your doctor in achieving this by making an appointment before you come to the practice. It is best to call the practice as soon as you know you need an appointment so that you can get the time that is most suitable for you. You can attend DMC without an appointment for urgent medical problems and once triaged by one of our practice nurses, our doctors will do their best to see you as quickly as possible. If you attend our practice as a walk in with a non urgent issue, you may be privately billed depending on the first doctor available to see you and the waiting period may be up to two hours.

Appointments are available between 7.30am and 7.00pm Monday to Friday, 9.00am to 4.00pm on Saturdays and Sundays and Public Holidays (other than those listed under opening hours in this information sheet).

If you require a longer appointment to discuss more than one issue, an appointment for more than one person, a medical, or multiple appointments, please discuss this with reception when you arrange your appointment.

Please note that if you require a further appointment after you have seen your doctor it is always a good idea to book this before you leave the practice.

Online Appointments

You can now book your appointment with DMC Medical Centre online. Simply go to the DMC website (www.dmcmedical.com.au), click the link in the top right corner and follow the prompts to Health Engine. Register, select your doctor and appointment time to reserve the appointment most convenient for you.

SMS Reminders

DMC Medical Centre provides SMS reminders for our patients the day prior to their appointment time. If you do not wish to be contacted via SMS please advise our reception staff.

Cancellations

If you are unable to attend your appointment, we would appreciate 24 hours notice of so that we can offer the appointment to someone else. Repeated cancellations at short notice or non-attendance of appointments may incur a cancellation fee of \$72.00.

Billing Information

DMC Medical Centre has both bulk billing and private billing doctors.

Bulk Billing is provided for all patients of Dr Munro, Dr Wong, Dr Lara Mihaljevic, Dr John Gambriell, Dr Robert Marr, Dr Kim Goodman, Dr Nikki Fiscaro, Dr Hayley Berry and Dr Matthew Masterson who have a valid Medicare or Veterans Affairs Card. Please be aware some of the above doctors may privately bill their patients on weekends.

Dr Bustos, Dr Cameron, Dr Cordaro, Dr Davidson, Dr Kong, Dr Kutlu, Dr Low, Dr Ong and Dr Pope all privately bill most of their patients. All doctors at DMC bulk bill all valid Pension and Health Care card holders. If you are experiencing financial difficulties and do not possess a pension or health care card, please feel free to discuss this with your doctor as they may make a special concessional arrangement for you.

All consultations are approximately \$35.00 above the Medicare rebate. This means that if you have a valid Medicare Card, then in most cases a consultation will not cost you more than approximately \$35.00 after you have claimed your rebate back from Medicare. For your convenience, we can submit your rebate immediately after payment to Medicare using Easy

claim. Medicare will deposit your rebate directly back into your bank account on the same day. Note that Medicare is unable to pay rebates to credit cards. If you prefer you can provide your bank account details to Medicare and they will transfer your rebate to your account within 3 working days. Most additional items are billed at the Medicare rebate rate, which means that it will not cost you anything after you have claimed your rebate (other than the one approximate \$35.00 consultation fee/gap).

Vaccines are privately billed, except for those patients eligible for the free flu vax. Dressings are privately billed based on which dressing is most appropriate for you. A full list of consultations, common procedures and vaccine costs is available at reception, on our website and on the last page of this booklet.

Please be aware that all consultations and vaccines must be paid in full for before leaving DMC Medical Centre. We do not issue accounts under any circumstances. For your convenience we have Tyro, EFTPOS facilities and accept Visa, Mastercard and American Express. Unfortunately we are unable to take overseas EFTPOS cards or cheques.

Parking

Two hour parking is available behind the practice in the Formosa Street Council Parking Lot. Disabled parking is also available in this parking area.

Pathology

Blood collection services are available between 7.30-4.30pm Monday to Friday and 9am-1pm Saturdays. Patients do not need to make an appointment for this service as long as you have a valid pathology form with you on arrival. Please keep in mind the greatest demand for pathology services is during the first two hours of each day and there may be a waiting time during this period.

Test Results

In most cases, you must book an appointment to get your test results, not request them over the phone. Please call the surgery after three days to see if your results are back and to make an appointment. Please note some results may be given over the phone but only by your regular doctor.

Feedback & Suggestions

We welcome any feedback, suggestions or complaints that you may have. We ask that you express them in writing and either post them or fax them to the medical centre. You may also leave them in the suggestion box located at reception or email to help@dmcmcdical.com.au If you have a complaint about your care you may also contact the NSW Health Complaints Commission on 1800 043 159.

Home & Nursing Home Visits

The Doctors are available for home visits and local nursing home visits if you are disabled or your condition prevents you from attending the surgery. To check your eligibility for this service please call DMC Medical Centre. This is a privately billed service.

Interpreter Services

If you or your family require an interpreter, we can organise this for you. Please let us know when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service on 131 450 directly. If you are hearing impaired and require an AUSLAN interpreter, we can also organise this for you.

Recall / Reminder System

Our practice is committed to preventative care. We send out regular recalls and reminders, including SMS recalls and reminders, for preventative health measures such as pap smears, blood pressure checks and childhood immunisations. Please advise reception if you do not wish to be contacted for these preventative health measures. If you do not wish to be contacted via SMS please advise our reception staff.

Management of Your Personal Health Information

Your medical record is a confidential document. It is the policy of this surgery to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. All members of staff at this practice have signed a confidentiality agreement.

If at any time you wish to access information in your health record, please call reception and leave a message for one of our clinical team who will facilitate this for you. If you wish to transfer your health records from a previous practice you attended, reception can provide you with a form that authorises the transfer of your records to DMC Medical Centre. Please be aware that some practices charge an administration fee for the transfer of patient records.

DMC Medical Centre - SERVICES PROVIDED

Antenatal Care

We offer pregnant women the choice of having antenatal care through the GP Antenatal Care Program liaising with Royal Prince Alfred Hospital and Royal North Shore Hospital. This allows women to visit their GP regularly and only attend the Hospital's antenatal clinic three or four times during the pregnancy.

Freezing & Burning (Cryotherapy & Cautery)

This is available for certain skin conditions. Please advise reception that you will need a long appointment.

Minor Surgery

This centre is fully equipped with the latest instruments and sterilisation equipment. It is important to specify that surgery is desired when making your long appointment.

Travel Medicine

The doctors at DMC are able to provide you with advice on travel health issues, and recommend any vaccines that may be needed for your trip. We stock all major vaccines at DMC including Yellow Fever. If you would like to visit DMC for Travel Health advice, please ask reception for a long appointment and bring a copy of your itinerary with you when you visit.

Dive Medicals

Drs Eric Bustos and Peter Davidson conduct recreational dive medicals at DMC Medical Centre. They do not offer commercial dive medicals. The fee for the medical is \$150.00 and is not claimable from Medicare. Please enquire at reception for further information.

Patient Medicals

Medicals performed at DMC are:

- ✓ Recreational Diving Medicals
- ✓ Employment Medicals
- ✓ Women's Health Medicals

Please be aware these medicals may incur a private fee, please check with reception before booking your appointment.

Other Services Available:

- ✓ Counselling
- ✓ ECG's
- ✓ Family Medicine
- ✓ Flu Vaccinations
- ✓ Immunisations
- ✓ Minor Procedures
- ✓ Pathology Tests
- ✓ Travel Medicine
- ✓ Women's Health
- ✓ Men's Health
- ✓ Skin Cancer check ups
- ✓ Cryotherapy treatments including freezing and burning treatments
- ✓ Cervical Cancer Vaccines
- ✓ Antenatal Care
- ✓ Blood Pressure Checks
- ✓ Dressings

Healthier Living Clinic – SERVICES PROVIDED

The Healthier Living Clinic's main purpose is to provide ongoing services to assist in Chronic Disease Management, such as Diabetes and Asthma. We ensure that patients and their families are equipped with the skills and knowledge to self-manage their Chronic Disease.

The other focus of our clinic is prevention. By ensuring patients who are at risk of developing a chronic disease is seen, and educated in Healthy lifestyle modifications. These are conducted through Annual Age Health Assessments, 45-49 Health checks and Aboriginal Torres Strait Islander Health checks.

Please speak to our reception team for more information or to check your eligibility for these services.

All CDM services are bulk billed.

DMC FEE SCHEDULE - GENERAL FEES

Fee Schedule for Dr Joe Cordaro, Dr Linda Pope, Dr Quentin Cameron & Dr Peter Davidson			
Service	Fee	Medicare rebate	Out of pocket payment
Standard Consult Less than 20 mins	\$80.00	\$37.05	\$42.95
Long consult 20-40 mins	\$115.00	\$71.70	\$43.30
Prolonged consult Over 40 mins	\$145.00	\$105.55	\$39.45
Sunday/Public Holiday	\$90.00	\$49.00	\$41.00

Fee Schedule for other Private Consultations			
Service	Fee	Medicare rebate	Out of pocket payment
Standard Consult Less than 20 mins	\$72.00	\$37.05	\$34.95
Long consult 20-40 mins	\$107.00	\$71.70	\$35.30
Prolonged consult Over 40 mins	\$137.00	\$105.55	\$31.45
Sunday/Public Holiday	\$82.00	\$49.00	\$33.00

Other General Fees			
Dressings	\$5.00 or \$10.00	No rebate	\$5.00 or \$10.00
Referrals	\$20.00	No rebate	\$20.00
Scripts	\$20.00	No rebate	\$20.00
Flu vaccine	\$25.00	No rebate	\$25.00
Recreational Dive Medicals	\$150.00	No rebate	\$150.00
Standard Medical (minimum)	\$150 – 400.00	No rebate	\$150 - \$400

Please note:

- All Private Fees must be paid at the time of consultation, we do not hold accounts.
- There will be some additional private costs associated with medicals, vaccines, procedures and dressings - please enquire with reception.
- Sorry but we do not offer Third Party Accounts at our practice.
- Some referred services may attract a private fee. Please check with these services for their nominated fees.