



DOCTORS ON DARLING
BALMAIN
QUALITY CARE FOR THE WHOLE FAMILY

Ph: (02) 8068 2490

Fax: (02) 9475 1477

3 Montague Street, Balmain NSW 2041

Our Tenanted Doctors

Dr Anne Charteris

Dr Vicki Lunn

Dr Sarah Saw

Dr Michael Roberts

Dr Mohamad Morad

Dr Bridget Oakley

Dr Simone Kooke

Dr Gerald Enright

Dr Joanne Loh

Doctors on Darling is a private billing practice.

Additional Services Available:

Practice Nurse

Belinda Ellis (RN)

Clinical Psychologist

Dr Sally Wooding

Clinical Psychologist

Dr Cecilia Minogue

Psychotherapist

Deborah Chisholm

Dietitian

Jackie Vidor

Douglas Hanly Moir Pathology

Mon - Fri 8am - 1pm

Opening Hours

Monday 7:30am to 5.00pm

Tuesday 7:30am to 5:00pm

Wednesday 7:30am to 5.00pm

Thursday 7.30am to 5.00pm

Friday 7:30am to 5:00pm

Practice Staff

The friendly Practice staff at Doctors on Darling aim to provide quality and personalised care and can assist you with most of your enquiries.

Our team consists of:

Practice Manager: Margot Davis

Reception Staff: Bernadette, Stephen, Michael, Lee, Evie, Ella & Georgia

Services Available

We are proud to offer a comprehensive range of services, both through our preventative care program and our diagnostic, screening and counselling expertise. Some of these services include:

- Childhood immunisations
- Child development and growth assessment
- Antenatal Shared Care Program
- Travel advice and vaccinations
- Iron Infusions
- Insurance, school entry and pre-employment medicals
- Heart assessment
- Cholesterol and diabetes testing
- Skin cancer screening
- Minor surgical procedures
- Smoking cessation
- Nutrition and weight reduction
- Women's health care
 - Contraceptive advice - incl. IUD and implants
 - Reproductive medicine and pre-pregnancy advice
 - Pregnancy testing
 - Routine gynaecological and breast examination
 - Menopause care
- Men's health care
- Preventative health care
- Mental Health Care and Counselling
- Cosmetic services also available

Some of the above consultations require longer appointments. If unsure, please discuss with Reception. For effective immunisation and travel vaccinations it is best to complete this well in advanced of travel plans (Please bring a detailed travel plan to the appointment).

Fees and Payments

Doctors on Darling is a private billing practice. All fees must be paid at the time of consultation. GPs, Allied Health and visiting Specialists are independent medical practitioners who set their own fees and consulting hours.

For more information regarding practitioner fees, please visit www.doctorsondarling.com.au

Note:

- Consultations on Saturdays incur an additional \$10 charge.
- Out of hours appointments (before 8.00am) will also incur higher fees.
- Procedures, dressings and certain immunisations incur an additional fee to the consultation fee. Your doctor will inform you of these costs.

Appointments

For all appointments, please book online via www.doctorsondarling.com.au or call reception on 02 8068 2490.

For pre-booked appointments, SMS reminders are sent to the nominated mobile number.

Cancellations

Please advise Reception in advance if you are unable to make your appointment. Late cancellations may incur a fee.

For pre-booked appointments, SMS reminders are sent to the nominated mobile number.

Referrals

An important aspect of general practice is the provision of continuity of care. To ensure that you receive the best possible care, we need to see you before referring you to a specialist. On receipt of your referral, it is highly recommended that you schedule an appointment with the specialist as soon as possible, as often there is a 4-6week waiting period.

Please note—we are unable to 'back date' referrals.

Repeat Prescriptions / Lost Forms

Most repeat prescriptions require an appointment. Occasionally and at the doctor's discretion, a script may be provided without an appointment (a \$30.00 pre-paid fee will apply).

If you have lost a prescription, pathology request form or referral this can be replaced without an appointment. (A \$30.00 pre-paid fee will apply) .

Results, Recalls and Follow-Ups

Doctors will usually require a follow up appointment to discuss your test results. For all other results, reception will call or SMS and schedule an appointment as directed by the doctor.

The doctors at this medical practice will include you (unless otherwise notified) in our database for reminders such as cervical screening tests, immunisations and other preventative health care issues.

Contacting your Doctor

We ask that phone calls are kept to a minimum and that you simply schedule an appointment should you need to discuss an issue with your doctor.

Reception can internally message the doctor and request a return phone call to be made based upon the urgency of your enquiry.

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Privacy

Your medical record is a confidential document.

It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

Should you wish to access your medical record, you will need to put the request in writing to the Privacy Officer.

Suggestions and Complaints

The team at Doctors on Darling are committed to providing you with a high standard of care. Your input will help us to improve our service and we value any suggestions or concerns that you may have.

Please feel free to discuss your ideas with the reception team. Alternatively, there is a suggestion box located in the waiting room. Responses are treated in confidence.

Otherwise, please contact the Health Care Complaints Commission Phone: (02) 9219 7444.

Parking and Access

Access is available via both Montague Street (stairs) and Llewellyn Street (ramp access). An internal lift is accessible and disability parking is available in the secure basement. For access to the disability parking please call Reception on (02)8068 2490. Montague Street offers 4 hour metered parking whilst Llewellyn Street offers 2-hour unmetered parking.

After Hours Service

Sydney Medical Service — Ph: 1300 466 347

Sydney Medical Service provides bulk billing for patients holding a valid Medicare card, Pensioner/Seniors card or Veterans' Affairs card.

Urgent Home Visits available from

Mon to Fri 6pm to 8am (phones open from 4pm)

12 noon on Saturday until 8am Monday (phones open from 10am Sat morning)

24 hours on Public Holidays

Emergency Numbers

General Emergency	000
Ambulance Bookings	131 333
Poisons Information Line	131 126
Balmain GP Casualty	(02) 9395 2155
Royal Prince Alfred Hospital	(02) 9515 6111
St Vincent's Hospital	(02) 8382 1111
Balmain Police Station	(02) 9556 0624