

About the Practice

Dr Anu Caulfield, Dr Nindhi Ahilan and Dr Michael Bi provide a traditional style of medicine with up-to-date methods in a modern setting. We believe that your best medical care in the longer term is from a GP who knows you, your past medical history and your family medical history.

Our well-equipped treatment room is staffed by our highly trained, friendly and professional Practice Nurses as they support our doctors in providing safe and effective care to our patients.

For your convenience, on-site Pharmacy and Pathology are available.

Our Services

We provide general practice services for the whole family and for every stage of life. As well as providing acute care for immediate problems, we also help you manage your health with appropriate, evidence-based screening and check-ups, including:

- Assessment, treatment, education and support of patients with chronic conditions, including asthma and diabetes
- Shared ante-natal care with many local hospitals; 6-week check-up and on-going support and education for new mothers
- Checks and immunisations for children at all stages (6 weeks, 4 months, 6 months, 12 months, 18 months)
- Sexual Health checks
- Pap Smear Tests
- Family Planning, including Implanon
- Travel Vaccinations (including Yellow Fever)
- Flu Vaccinations
- Minor surgical procedures
- Dressing and Wound Care
- Hearing Tests / Lung Function Tests / ECGs
- Insurance Medicals
- Workers Compensation
- Mental Health Care
- Medication Reviews
- Health Checks
- Audiometry Services
- Podiatry Services

To help maintain the health of you and your family, our Practice issues reminders to assist in the management of some conditions. Your doctor will advise during your consultation of any recalls that may be relevant to you.

Appointments

Our Standard Appointments (Level B) are 15 minutes long. Please let our receptionists know if you require a longer appointment (e.g. for complex issues or procedures).

Our Standard Consultation Fee (Level B) is \$70. Doctors may charge reduced fees for children, Concession Card holders, Seniors, Pensioners and/or Veterans. Fees may vary according to the time spent with your Doctor and the consultation fees of individual doctors may also vary.

Payment is required at the time of consultation. We accept EFTPOS and Credit Card (MasterCard and Visa). We can lodge your claim with Medicare at the time of payment.

Our Doctors are generally available to make home visits to patients of the Practice who live within a 2km radius and are unable to attend a regular appointment for medical reasons. Conditions do apply.

Frequently Asked Questions

Medical Certificates: No medical certificates will be issued without an appointment with a Doctor.

Privacy: We are committed to protecting the confidentiality of your personal health information and follow the Ten National Privacy Principles
(<http://www.oaic.gov.au/privacy/privacy-act/national-privacy-principles>).

Referrals: Please make an appointment if you require a referral to a specialist. (Note that it is not essential that you obtain a referral in order to see a Specialist, however it is required if you intend to make a Medicare claim.)

Repeat Prescriptions: Our doctors usually allow enough repeats on your prescription to last until your next visit. In order to protect your privacy, and to provide you with the best possible medical care, you will need to see a doctor for new prescriptions.

If you require a replacement prescription for one that has been lost, it may be possible to request this over the phone. However, the doctor will not be able to consider your request until the end of the day, so you will need to make an appointment if you need the prescription urgently.

Test Results: Your doctor will normally advise you when your results are expected to be available and, unless you are advised otherwise, it is important that you make a follow-up appointment with your doctor to discuss the results.

Your Rights: We welcome and value all feedback. If you have a suggestion, problem or complaint, please speak to your doctor or one of our reception staff. Alternatively, you may wish to contact our Practice Manager
(practice.manager@pymblefamilydoctors.com.au).

If you wish to take a matter further, you can contact the Health Care Complaints Commission (phone 02 9219 7444).



Contact Details

Suite 1, 99-101 Grandview Street
Pymble, NSW, 2073

www.pymblefamilydoctors.com.au

Phone: (02) 9144 6208

Fax: (02) 9144 6209

Email: info@pymblefamilydoctors.com.au

Opening Hours

Monday - Friday: 8am - 5:30pm

Saturday: 9am - 1pm

Sunday and Public Holidays: CLOSED

After Hours Care: 13 7425 (13 SICK)

www.homedoctor.com.au

