

SERVICES

Some of our services include: Women's Health, Antenatal shared care, Men's Health, Children's Health, Skin Checks, Aged Care, Immunisations and Baby Checks, Patient Education, Mental Health, Minor Surgery and Pathology.



BILLING POLICY

Hampstead Health is a Bulk Billing Practice however, there are several services that do not attract a Medicare rebate. These services include but are not limited to: Pre-employment medical examinations and reports Commercial driving licence assessments, some skin procedures. These services vary in cost and the consultations are generally longer in duration. Please contact the surgery for the individual cost of these services.

PATIENT FEEDBACK

Confidential and anonymous questionnaires for patients are supplied intermittently. If any patient of this practice is unhappy in area of care, we would appreciate being informed. Please express your concerns to your doctor or receptionist.

PRESCRIPTION RENEWALS

All patients are required to have an appointment to renew prescriptions.

AFTER HOURS

For general Medical Care Outside the above hours.
Please phone Family Home Doctors on 1300 695 628

TELEPHONING DOCTOR DURING NORMAL SURGERY HOURS

All urgent calls are directed to doctor immediately; messages will be taken for your doctor to return all non-urgent calls. Please phone after 10am for all non-urgent enquiries.



TELEPHONE NUMBERS

Ambulance Emergencies	000
General Emergencies	13 25 00
Poison Information	13 11 26
After Hours Care	13 74 25

PUBLIC HOSPITAL

Modbury Hospital	8161 2000
Womens & Childrens Hospital	8161 7000
Lyell McEwin Hospital	8182 9000
Royal Adelaide Hospital	7074 0000

ADVERSE MEDICATION EVENTS LINE

When things go wrong with medicines call 1300 134 237



CENTRE INFORMATION FOR PATIENTS

Monday – Friday	8.00am - 11pm	Phone lines open 8am
Saturday	8.00am - 5pm	Phone lines open 8am
Sunday	9.00am - 5pm	Phone lines open 9am

Book an appointment anytime on-line via our website
Fully Accredited Medical Centre and Allied Health Facility

www.hampsteadhealth.com.au

where your health comes first



Level 1, 237 Hampstead Road, Lightsview SA 5085

T: 8162 9817 F: 8162 9827

reception@hampsteadhealth.com.au

DOCTORS & STAFF

All doctors at Hampstead Health are experienced GPs who are dedicated to providing quality care.

Dr Nazeer Ibralebbe

Dr Vladimir Ulanov

Dr José Estevez

Dr Amna (female)

Dr Mahesh Chhanabhai

Dr Lawrence Williams

Dr Annie Kwan (female)

Dr Feroza Qazi (female)

Dr Yao-Jen Hsu

Dr Manoj George

Dr Nawzad Rasheed

Dr Pamela Duffield (female)

Dr Abaidullah Siddiqi

Dr Huma Aziz (female)

Dr Mohammad Irfan

Dr Wystan Issah

Dr Harsha Wickramanayake

Dr Bhavna Mishra (female)

Dr Karim Jabar

Dr Ross Ambler **Practice nurses are available each day for:**

Dr David Duffield

- Dressings

Dr Anuradha Gupta (female) • Chronic disease management

- B.P. Checks

Dr Carmelo Nueve

Dr Sugi Seela Raj (female)

- Childhood Vaccinations

Dr Sanjeev Joshi

- Health assessments

Dr Niru Joshi (female)

Dr Sheng-Wen Cheng

Dr Ellen Lin (female)

Dr Stefan Wajs

Dr Mehrdad Majedi

Australian ClinicalLabs PATHOLOGY

Opening Hours

7.30am-5pm Monday to Friday

7.30am-4pm Saturday

9am - 1 pm Sunday



APPOINTMENTS

All consultations and procedures are on an appointment basis. Reception staff must be notified of urgency. Appointments are made at 10-15 minute intervals. Longer consultation or procedure times are available if required. Please notify the receptionist when making your appointment. If more than one family member is to be seen by the doctor, please advise the receptionist at time of booking so an additional appointment can be booked. Emergency or longer consultations could delay your appointment. For continuity of care, patients are encouraged to make appointments with the usual GP whenever available.



PATIENT RECALL

Patients are offered enrolment in clinical systems for specific illnesses e.g. diabetes, asthma etc. all patients will be recalled to discuss any abnormal results. However, it is the responsibility of the patient to give correct and current contact details.

HOME VISITS

We ask patients to make every effort to attend the surgery for consultations, however we will visit our regular patients at home wherever possible if their condition prevents them from coming to the surgery and if they live within a reasonable distance to the surgery.

TEST RESULTS

Due to their personal nature, no results will be discussed over the phone (with exception of INR results for patients on anticoagulants). Patients are requested to make a follow up appointment with their doctor.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. 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. Our policy for management of your personal health information can be provided upon request.

COMMUNICATION VIA EMAIL POLICY

Our practice will only provide limited communication via email. Only non-urgent clinical matters should be communicated via email as opposed to telephone because we may not necessarily read all emails on a daily basis. Emails should be sent to:

reception@hampsteadhealth.com.au

PRIVACY POLICY

Your medical record is a confidential document. Our privacy policy can be provided upon request. We abide by the National Privacy Principals available at www.privacy.gov.au/health/index/

YOUR RIGHTS

If you are concerned about any aspects of the service you receive at our practice, please discuss with your doctor or a reception staff member.

If you have a significant complaint that you would like to raise with the practice please provide this in writing. Feedback and complaints forms are available at reception or on our website. Please return to teamleaders@hampsteadhealth.com.au

If you need to discuss the matter outside the practice, contact:

Health and Community

Services Complaints Commissioner

PO Box 199, Rundle Mall SA 5000

Tel. (08) 8226 8666

Free Call 1800 232 007

Fax: (08) 8226 8652