

Please inform the staff if your case is workers compensation, third party insurance or other Non-Medicare matters.

For all private billing items, accounts are to be settled on the time of consultation—we accept cash, credit card or EFTPOS. We are registered with Medicare Online so if you have registered your bank details with Medicare, your rebate can be refunded immediately.

Depending on requested tests, our usual pathology and x-ray provider generally bulk-bill as a rule. Please check with the provider when making an appointment.

In an emergency, if you are unable to contact a doctor, phone Manning Hospital on (02) 6592 9111 or call 000.

Home visits—are available if you are a patient of our practice and your condition prevents you from coming to the practice. Unless urgent, home visits will be after hours.

In hours emergency access to doctors/nurses by phone—emergency calls are routinely directed to nursing staff. All non-emergency calls will be answered by the doctor or nurse between consultations or returned at the end of their appointments or at the end of the day.

Training and research—we are a training practice and often host medical students on clinical placements as part of their training. Thank you for helping them learn.

Privacy

Your medical record is a confidential document—it is the policy of this practice to maintain security of personal information at all times and this information is only available to authorised members of staff.

Complaints or feedback are welcome on any aspect of our service.

In the first instance, please contact our Practice Manager on (02) 6552 5533 or email via practicemanager@healthhubtaree.com.au.

Any complaints unable to be resolved within the practice may be referred to the NSW Health Care Complaints Commission at PO Box K549, Haymarket 1240, phone: 1800 043 159 or Email: hccc@hccc.nsw.gov.au online via <https://www.hccc.nsw.gov.au>



We are a Medicare Bulk Billing Practice



HealthHub Taree

**Butterworth Car Park, 15 Butterworth Lane, PO Box 834 Taree NSW 2430
Ph: 6552 5533 Fax 6552 4249: Mon - Fri & Sat morning by Appointment.**

&

HealthHub Harrington

**Shop 4 1-5 Caledonia Street, Harrington Waters
Ph 6556 1855 Fax 6556 0460: Monday - Friday
Website: www.manninghealthhub.com.au**

WELCOME

We are dedicated to providing you with the highest standard of whole-person care and promoting health, wellbeing and disease prevention. We uphold a non-judgemental approach, treating everybody with dignity and respect. No patient is refused access to care on the basis of gender, disability, age, religion, ethnicity, sexual preference or medical condition.

You can be assured of our quality and safety standards through our ongoing Accreditation with Quality Practice Accreditation (QPA)

We welcome new patients

After Hours Care is available by calling the surgery on 6552-5533

**24/7
care**

If your health problem is urgent, please alert staff immediately.

The doctors

Dr Sunday Soogun	<i>FRACGP, BSc Anatomy, MBBS, MMed (Family Medicine, FCFP (SA))</i>
Dr Simon Holliday	<i>BMed, FACHAM, FRACGP, FACRRM, DA, GradDipA&DSt</i>
Dr Zia Hoque	<i>MBBS, FRACGP, Dip of Child Health</i>
Dr Deo Villareal	<i>MBBS, AMC & DCH</i>
Dr Edah Obligado	<i>MD, AMC & BSc</i>
Dr Asma Susanna	<i>MBBS & AMC</i>
Dr Mahsa Abbasi Hormozi	<i>MBBS</i>
Dr Mohammad Ramandi	<i>MBBS</i>
Dr Mohsen Hatami Pour Dehnow	<i>MBBS</i>

GP Registrars—our practice participates in the Australian GP Registrar Training Program. We host 6-12 month placements for fully qualified doctors undergoing specialised higher training in general practice.

Allied Health

Physio Collective	Women's Physio
Clear Ear	Audiologist
Cullen Health & Performance—Joshua Punzalan	Physiotherapist
Sprout Family Dietetics—Carissa Maroney	Dietician
Manning Valley Podiatry—Jon Churchward	Podiatrist

Consultations and Appointments

Please phone the practice for an appointment. We encourage you to ask for your preferred time and doctor. If there are not vacancies with your usual GP you will be provided with the option of seeing another doctor. If all doctors are fully booked and you have an emergency or a sick child, please advise reception so arrangements can be made to deal with the medical issue.

We're open 9am to 5pm weekdays and on Saturdays, Taree is open 9am to 2pm.

Most appointments are for 15 minutes but for procedures or complex problems, please call the practice and advise that you need a longer appointment. If you've visited our practice before, you can make a standard or long appointment online via our website.

If we have your mobile number, an SMS reminder will be sent to you the day before your appointment.

Doctors charge \$30 for repeat scribts for patients seen in the last fortnight. If you have not seen a doctor within that timeframe you will need to make and appointment.

We apologise if urgent or lengthy cases delay your appointment. To minimise missed appointments, there is a \$86 fee if at least 6 hours notice is not provided.

Recalls/reminders

If you have pathology tests or x-rays, please make a follow up appointment in a few days following the test. We do not ring you about routine results, only urgent ones. You will be advised action for non urgent results via an SMS.

We offer a reminder system for preventative health services, these are sent to you via SMS message. If you do not wish to be a part of this system, please advise reception staff.

Communication

Messages can be left for your doctor if required and medical staff will respond. Emails can be forwarded to your practitioner for specific requests via our office email. These enquiries are filtered by our reception staff and forwarded to doctors when appropriate.

Some of the medical services provided:

- Preventative health care
- Flu vaccines
- Pre-employment checks
- Women's Health
- Antenatal care
- Drug & Alcohol
- Childhood immunisations
- Family planning
- Driving Assessments
- Skin cancer checks and surgery
- WorkCover
- Spirometry
- ECG
- ABI
- Iron Infusions

Medical Fees

We are a mixed billing practice. Medicare incentives have increased, so we can now bulk bill all eligible consultations, which covers most standard visits. This makes care more affordable and easier to access. Most consultations will be bulk billed, but some, such as fitness-to-drive assessments for commercial driver's licenses, nurse-only consultations, certain procedures, infusions, and some travel vaccinations will still require a fee.

Fees and rebates are available at reception and on our website. Please check billing arrangements when you make your appointment.