

1/124 MILITARY RD, NEUTRAL BAY

Mind Your Health  
Medical Centre Neutral...

## BULK BILLING POLICY

At Mind Your Health Medical Centre, we are mixed billing with **bulk bill GP consultations available**. Please check our website for updates.

Any consultation requiring additional services eg. vaccinations & procedures, *may* incur an out of pocket fee.

Your GP will *always* discuss any fees and obtain your consent prior to commencing treatment.

## NON MEDICARE PATIENTS

Patients without a valid Medicare card will be charged \$95 for standard (15 min) consultation, with the cost increasing with appointment length and complexity.

A price guide for consultations, procedures and vaccines is available at reception.

## APPOINTMENTS

Bookings are recommended to see your preferred doctor, or at a time that suits your schedule. Every effort is made to accommodate on-the-day appointments when possible.

To make a booking, you can speak with one of our friendly receptionists over the phone on **(02) 8319 8777**, or book online via [www.HotDoc.com.au](http://www.HotDoc.com.au)

A standard consultation runs for 15 mins and generally covers one medical concern. If you feel you will require more time than this, please notify reception.

## CANCELLATIONS

If you are unable to attend your appointment, please contact reception as soon as possible.

Cancellations for GP consultations less than 2 hours will be subject to a \$30 cancellation fee.

Cancellations for allied health consultations in less than 24 hours may be subject to a cancellation fee – please ask reception.

## EMERGENCIES

In an emergency, call **000**.

## AFTERHOURS

For afterhours services, please call **13 SICK (7425)**.

Monday – Friday  
8:00am – 6:00pm

Saturday & Sunday  
9:00am – 1:00pm

*\*\*Closed on Public Holidays.*

Phone: (02) 8319 8777

Fax: (02) 8317 4778

Email: [care@myhmedical.com.au](mailto:care@myhmedical.com.au)

[www.myhmedical.com.au](http://www.myhmedical.com.au)

## Pathology Collection



For your convenience, there is on-site pathology collection, available Mon – Fri 8am - 12pm, Saturday 9am – 12pm. No appointment necessary.

## Test Results



It is practice policy that results are not given out over the phone. You will need to book and attend an appointment to allow for the provision of appropriate follow-up care.

## Telephone Contact with Doctors



Please be aware that doctors are usually in session while at the practice and do not provide phone consultations. You are welcome to leave a message with our reception team if you need to relay information. However, an appointment is recommended if the matter is urgent, requires medical investigation or advice.

## Accident Care



Mind Your Health Medical Centre has a fully equipped treatment room that enables doctors in the practice to cater for most injuries; including repairs of lacerations, treatment of sprains & strains, and removal of foreign matter.

## Recalls and Reminders



Registered patients are routinely sent recall and reminder messages regarding further consultation and assessment. Please advise your doctor or reception staff if you object to being included in reminder systems or registers.

## Corporate Health Checks



We also perform corporate health checks, please enquire at reception.

### Health Information Policy

Patient information collected by Mind Your Health is accessible only by medical, allied and administration staff. It will not be released to third parties without your consent. Please refer to our privacy statement for more information.



Our attentive **General Practitioners** are here to assist with all your health concerns.

- ✓ Dr Napoleon Chiu
- ✓ Dr Nataliya Kot
- ✓ Dr Robert Nelson
- ✓ Dr Monica Lamberton

We are also proud to provide the following in-house **Allied Health** services, available by appointment:

- ✓ Psychologist
- ✓ Podiatrist
- ✓ Dietitian

Allied Health services are not bulk billed, but in some circumstances, you may be eligible for a Medicare rebate on these services – please ask your doctor for more information.

*We take pride in the services we offer and welcome any feedback. There is a suggestions box in the waiting room, or you can contact our Practice Manager, Stephanie, via reception. Alternatively, you can email [care@myhmedical.com.au](mailto:care@myhmedical.com.au) or contact the AHPRA on 1300 419 495, or the HCCC on (02) 9219 7444.*

Our multidisciplinary clinic is equipped to provide comprehensive care.

Women & Men's Health

Iron Injections

All Vaccinations

Skin Cancer Checks

Musculoskeletal Care

Antenatal & Post-natal Care

STI Checks, contraception & medical TOP

Antiwrinkle & Vein Treatment

Paediatric Care

Senior's Health

Telehealth