



## THOMAS FAMILY MEDICAL PRACTICE

### PATIENT INFORMATION SHEET

9/15 Terminus Street, Castle Hill NSW 2154  
Ph: 1300 300 065 or (02) 7226 5899 Fax: (02) 8088 8030  
Email: [reception@drthomasgp.com](mailto:reception@drthomasgp.com) [www.drthomasgp.com](http://www.drthomasgp.com)

#### Practice Doctor

Dr. Abie Thomas is the principal doctor at Thomas Family Practice. The practice was established in December 2020.

#### Practice Hours

Monday, Tuesday, Thursday, Friday	7:30am – 5:00pm
Wednesday	7:30am – 12:00pm
Saturday	8:00am – 12:00pm

**The practice is closed on Sundays and public holidays.**

#### Practice Services

Our services provide comprehensive and quality medical care for the elderly, adults, pregnancy, adolescents, children and infants. They include but are not limited to:

- General Health Check Ups
- Health Assessments
- Prevention & Wellness especially heart and diabetes
- Immunisations
- Pregnancy
- Child behavioural problems
- Travel Advice
- Work Cover Consultations
- Weight Management
- Mental Health Consultations
- Suturing
- Minor Procedures

#### Consultations

Patients can be seen by appointments made through Hot Doc on-line, or by calling the practice directly. Walk-in patients are seen where availability allows, and are privately charged.

This practice has a **NO SMOKING POLICY**. Smoking is not permitted anywhere on the premises.

### **Telephone Access**

Calls are taken by the receptionist, who will endeavour to respond to your enquiry as soon as possible, and will if necessary, pass your message onto the doctor. In the case of an emergency your call will be transferred to the doctor for medical advice. Our practice has partnered with National Home Doctor which is a bulk-billed service contactable for after-hours care on 13SICK (13 74 25).

### **Emergency Information**

For urgent matters that are considered an emergency, please dial 000 and call an ambulance, or go to the nearest hospital.

### **Email Access**

This practice can be contacted by email. All emails go directly to the receptionist and will be actioned as soon as possible. Our practice contact email is *reception@drthomasgp.com*.

### **Fees**

This practice has introduced a mixed-billing policy as of December 2022. Patients with a concession card (pension card, health care card or DVA card), and those under the age of 16yrs are bulk-billed for standard and telehealth appointments. All other patients are charged a fee for their consultation, and a benefit is claimable provided a valid Medicare card is on file. All patients are charged a private fee for walk-in appointments, and for appointments on Saturdays. All privately billed patients must make payment at time of consultation. Our Schedule of Fees is published at reception.

### **Test Results**

It is a practice policy that results are not given to patients by phone, and a consultation with the doctor is necessary. Results can only be given to the patient to whom the result pertains to, except in the case of children under the age of 16 or in special circumstances. The reception staff cannot explain results to patients, therefore if further clarification is required, it is recommended you make a follow up appointment with the doctor when possible.

### **Interpreter or Translation Services**

Appointments requiring an interpreter can be arranged through our reception staff. Test results can also be translated into many languages by using [www.healthtranslations.vic.gov.au](http://www.healthtranslations.vic.gov.au) Assistance for patients with a hearing impairment is provided by using the The National Relay Service [www.relayservice.com.au](http://www.relayservice.com.au)

This practice aims to provide the consistency and level of ethical care that we all grew up with. We are committed to providing comprehensive, continuous care to all individuals and families in this area. Reminder systems are used at this practice as a long term preventative approach towards each patient's general health and wellbeing. If you feel you may require a longer than average consultation, please mention this when making an appointment.

Thomas Family Medical Practice is committed to maintaining the confidentiality 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.

If you have any concerns regarding the practice please contact reception by phone on **7226 5899** or email **[reception@drthomasgp.com](mailto:reception@drthomasgp.com)**. Often what seems to be a problem is in fact just a misunderstanding and a simple clarification can resolve most issues. Your feedback is very welcome and appreciated.