



## THOMAS FAMILY MEDICAL PRACTICE

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 – 11:00am
Saturday	8:00am – 10:00am

**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 these consults are privately charged.

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

## Telephone Access and Electronic Communication

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 on to 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)**.

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](mailto:reception@drthomasgp.com). The practice has a telephone and email communication policy which is available to view on the clinic website. This policy outlines the contact methods available to use.

## 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 full Schedule of Fees is published at reception and on our practice website, and our consultation fees are listed below:

Level B (23) <b>Standard consultation</b> (less than 20 minutes):	\$81.40
Level C (36) <b>Long consultation</b> (20-40 minutes):	\$160.10
<b>Telehealth consultation</b> (91891):	\$81.40

## 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.

## Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice via SMS, phone call and/or letter from time to time offering you preventative health services appropriate to your care. There are also Federal and State registers and reminder systems for certain conditions/prevention activities. If you do not wish to be part of this system, please advise the reception staff.

## Emergency contact and cultural background

It is important that you identify someone we can contact in case of emergency or in case we are unable to reach you. It is also recommended that you inform us of your cultural background so we can provide you with the most appropriate care.

## 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).

## National Relay Service

Assistance for patients with a hearing impairment is provided by using the National Relay Service.

If you are deaf, hard of hearing, or have a speech communication difficulty:

1. Contact the National Relay Service: <https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links>
2. Provide the Thomas Family Medical Practice number - **1300 300 065**

## Privacy and Confidentiality

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. Our privacy policy is displayed in the clinic and is available to view on the clinic website.

## Patient Feedback

If you have a problem or suggestion, we would like to hear about it. Please feel free to talk to your doctor or receptionist. We take your concerns, suggestions, and complaints seriously. However, if you feel that you need to discuss the matter outside the surgery, you may contact the NSW Health Care Complaints Commission:

Phone: 1800 043 159

Website: <http://www.hccc.nsw.gov.au/>

If you have any concerns regarding the practice, we ask that you please contact reception by phone on **(02) 7226 5899 / 1300 300 065** 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.