

PRACTICE FEES

We are a bulk-billing practice. Please provide your Medicare card and if applicable, your Centrelink Concession or DVA card.

Patients without a Medicare card are required to pay a consult fee.

Workers' Compensation, Third Party and Public Liability cases will be billed direct to the insurer. If your claim is declined or you fail to lodge the required paperwork, the account will become your responsibility.

APPOINTMENTS

Please call 4288 2518 for an appointment. We encourage you to ask for your usual doctor.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

Standard appointments are 10 minutes. If you think you will need more than the allocated time, have a list of issues or have forms to be completed by the doctor, please ask for a longer appointment.

Please book an appointment for each family member requiring a consult.

MANAGEMENT OF HEALTH INFORMATION

Pioneer Health Centre needs to collect personal information on each patient for the primary purpose of providing quality care.

This personal information collected by the practice may be used for:

- Administrative purposes in running the practice
- Billing purposes, including compliance with Medicare Australia requirements
- Disclosure to other providers involved in your care, including treating doctors and specialists outside of this practice

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

PATIENT FEEDBACK

Pioneer Health Centre is always looking to find ways to improve our service. Please tell us if our service fails to meet your expectations.

You may prefer to write to us or use our suggestion box located at reception.

If you should wish to take your concern further or feel that you need to discuss the matter outside of the practice, you can contact:

Healthcare Complaints Commission:
Locked Mail Bag 18,
Strawberry Hills NSW 2012
Ph: 1800 043 159
Email: hccc@hccc.nsw.gov.au



4/53-55 Pioneer Rd, Bellambi 2518

P: 02 4288 2518

F: 02 4288 2519

E: info@pioneerhc.com.au

PRACTICE HOURS

Monday to Friday: 8:30am - 5:00pm

Saturday: 9:00am - 1:00pm

GENERAL PRACTITIONERS

Dr Muhammed Amir Vakil

Dr Pankaj Singhal

ALLIED HEALTH

Nivi Malik - Psychologist

Dionne Anslow - Dietitian

YOU CAN NOW BOOK YOUR APPOINTMENT ONLINE

Online appointments can be made through our website

www.pioneerhc.com.au or by

downloading the phone app 'HealthEngine'

AFTER-HOURS CARE

For after-hours medical care, please contact 13SICK National Home Doctor on 13 74 25 or (02) 9424 7930.

For all emergencies, please call "000"

HOME VISITS

Home visits are available for existing patients whose condition prevents them from attending the practice. If you would like a home visit, please discuss this with reception staff and they will speak with your doctor.

TEST RESULTS

Test results are not given over the phone. Please discuss with your doctor when your results are expected at the practice and organise an appointment for review.

REMINDER SYSTEM

Our practice is committed to preventative healthcare. Please let our staff know if you would like to be removed from our preventative healthcare reminder system.

EDUCATION

Pioneer Health Centre is committed to continuing education for current and future doctors. We regularly train students who may attend consultations. Please advise reception and/or your doctor if you do not want a medical student present at your consultation.

OUR SERVICES

- General consultations
- Health Assessments
- Chronic Disease Management
- Geriatric Care
- Pregnancy/Antenatal Support
- Skin Cancer Surgery
- Wound Care
- Diabetic Care
- Immunisation
- Cryotherapy of lesions/warts
- Implanon insertions and removal
- Removal of lesions
- Women's Health
- Ear Syringing
- Skin Checks
- ECG and Spirometry testing
- Allied Health Consultations

FOR MORE INFORMATION, HEAD TO OUR WEBSITE

www.pioneerhc.com.au

For your convenience, all blood tests and other forms of pathology can be collected by the onsite pathology collectors between 8:30am and 11:30am, Tuesday and Thursday.

INTERPRETER

Professional interpreting services delivered by the Translating and Interpreting Service (TIS National) are available for non-English speaking or hearing-impaired patients when an explanation regarding clinical care or procedures is required. It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting. To use an interpreter over the phone, call 131 450.

YOUR RIGHTS

We take your concerns seriously and believe that problems are best dealt with within the practice and in a timely manner. Please feel free to discuss any issues with your doctor or the practice manager.

OUR RIGHTS

We reserve the right to request that you no longer attend our surgery if we consider your behavior to be unacceptable, such as being abusive to staff, exhibiting threatening or violent behavior, deliberately damaging property or stealing.