

TONGARRA FAMILY PRACTICE

PRACTICE MANAGER

Barb Gardiner

DOCTORS

Dr Sanjay Chalissery – Principal
Dr Manish Vishnoi – Principal
Dr Mark Condon
Dr Priti Chalissery

REGISTERED NURSES

Michelle
Janice
Fiona

ALLIED HEALTH PROFESSIONALS

Stephen Carbonara – Pharmacist (Home Medicine Reviews)

ADMINISTRATION STAFF

Karen (Accounts Clerk)

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Our practice abides by the National Privacy Principles, and our privacy policy is available on request. Personal health information will not be released to any third party without written consent of the patient.

PATIENT INFORMATION

All medical records are kept strictly confidential. Only authorised staff have access to these records. We have undertaken appropriate measures to ensure that your personal medical records are electronically secure and backed up off site daily. Computer security, server updates & maintenance checks are carried out by independent IT professionals monthly.

SMOKING POLICY

Tongarra Medical has a no smoking policy.

PATIENT FEEDBACK

We welcome your suggestions on ways we can improve. To help us collect this information, we sometimes conduct confidential patient surveys. If you are unhappy with any aspect of the care you receive at our practice we would like to hear about it. Please feel free to talk to your GP or our Practice Manager, or you may prefer to write to us. If you feel unable to do this, you may wish to contact the:

Health Care Complaints Commission

Locked Bag 18, Strawberry Hills NSW 2012
Phone: 1800 043 159 Email: hccc@hccc.nsw.gov.au
www.hccc.nsw.gov.au



Tongarra

FAMILY PRACTICE

Your advocate in the health system.

Southern IML Pathology Collection Center



SOUTHERN . IML
PATHOLOGY

TONGARRA FAMILY PRACTICE

175 - 177 Tongarra Road
Albion Park NSW 2527

Phone: 4257 2111
Fax: 4257 3071

www.tongarrafamilypractice.com

Follow us on
facebook



COMPREHENSIVE CARE

175 - 177 Tongarra Road, Albion Park
Ph: 4257 2111

PRACTICE HOURS

Mon- Fri :
8.30am - 1.00pm
2.00pm - 6.00pm

After Hours: 4228 5522
Closed Sat-Sun: 4228 5522

ABOUT OUR GENERAL PRACTICE...

www.tongarrafamilypractice.com

The practice was first established in 1990 and has been providing quality care to the local community ever since. Over the years we have grown, and our team now includes several Doctors, Nurses and Allied Health Professionals. Having a multidisciplinary team of health professionals allows us to provide you with even greater comprehensive health care services.

APPOINTMENTS

Appointments can be made by phoning the practice during opening hours. We allocate a number of appointments on the day to accommodate for unplanned or urgent visits.

Appointments are for 15 minute standard consultations.

Longer appointments are available if you have several health concerns you wish to discuss or you have complex care needs. Please notify reception staff if you require a longer consultation, or if you are booking in for a minor surgical procedure.

Please notify our reception staff if you have an URGENT health problem. You may be put through to our Registered Nurses to be assessed and triaged.

HOME VISITS

Our practice offers Home Visits to regular patients of this practice within a 5 km radius, by appointment only at the discretion of the individual Doctor.

SURGICAL EQUIPMENT

Prepacked sterile disposable Instruments are used & disposed after each procedure. Infection control Procedures are of the highest standards.

TELEPHONE ACCESS TO GP'S

Permitted in urgent cases, otherwise a message is taken and they will return your call.

AFTER HOURS CARE

Patients requiring medical attention outside of normal opening hours are advised to contact the Wollongong Radio Doctor on Ph: 4228 5522 or attend Shellharbour Hospital Emergency Department.

EMERGENCY CALL: 000

SOME OF OUR SERVICES

Preventative Care

- Childhood and Adult immunisations
- Accredited travel vaccines center
- Cervical Screening
- Skin checks
- Medicals
- Sexual Health
- Lifestyle risk factor management
- Health Checks – covered under Medicare for a range of age groups.

Care of Chronic Conditions

- For example: mental health, diabetes, asthma, COPD, heart disease, osteoarthritis, and more.
- Self-management support and health monitoring.
- Care planning to coordinate care and provide greater access to a range of health care providers and services. For further information regarding this service, please speak to your GP

Accident & Emergency Care

- Our practice has invested in latest technology medical equipment to provide effective first point of contact emergency care.

Easy access to onsite Allied Health Professionals – is available to help you achieve best health outcomes.



Tongarra Family Practice is committed to providing quality care and is an accredited general practice with AGPAL Accreditation.

INTERPRETER SERVICE

Our receptionists are happy to organise either on-site or phone interpreting for non-English speaking patients.

FEES

Bulk Billing is available. Procedures may require a charge for medical supplies used. Your doctor will advise you of these charges prior to procedure.

Minor Pack: \$50.00

Basic Pack: \$120.00

Full Pack: \$170.00

OBTAINING TEST RESULTS

Your doctor will advise when they expect results to arrive at the practice. Results will not be given out over the telephone due to privacy regulations.

Please make an appointment to find out your results and what they mean for your care. Visits for results are BULK-BILLED.

REMINDER SYSTEM

Our practice is committed to preventative care. Your GP or our Nurses will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care.

If you do not wish to be part of this system please let one of our practice staff know.

PRACTICE STAFF

All staff hold a current first aid certificate in basic life support and CPR. All staff undergo regular refresher training in Sterilisation, Specimen Handling, Immunisations and other areas of General Practice.

Please alert staff if your address or phone number details have changed.