

Our Team

Principal Doctor:

Dr John James

General Practitioners:

Dr Lynne Bastock

Dr Michael Smith

Dr Susan Tugwell

Dr Janice Ku

Specialist Doctor:

Dr Pran Yoganathan—Gastroenterologist

Practice Nurses:

Joanne (Nursing Manager), Marion & Jin

Patient Services Team:

Kylie (Admin Manager & Practice Nurse Assistant), Sharon, Celia, Ellie & Maddy

Practice Manager:

Denise Pintado

Allied Health:

Tracey Clark

Shobha Jayamohan

Katherine Baqleh

Mary Ticinovic

Hand Physiotherapist

Speech Therapist

Dietitian

Psychologist

	Mon	Tues	Wed	Thurs	Fri	Sat
Dr John James	9:00am—6:00pm	9:00am—6:00pm	9:00am-1:00pm	9:00am—6:00pm	9:00am—6:00pm	9.30-6:00pm
Dr Michael Smith	9:15am-4:00pm	9:15am-3:00pm	9:15am-4:00pm	9:15am-4:00pm	9:15am-3:00pm	Every 4 weeks
Dr Lynne Bastock	2:30pm-5:00pm	8:30am-5:00pm	8:30am-12:30pm		8:30am-5:00pm	Every 4 weeks
Dr Janice Ku		8:30am-3:30pm		8:30am-3:30pm		
Dr Susan Tugwell	9:00am-2:00pm	Nursing Home visits		9:00am-2:00pm		Every 4 weeks
Dr Pran Yoganathan (Specialist)				Fortnightly 9:00am–12:00		
Tracey Clark	1.30pm–5.00pm		9.00am-3.00pm		12.30am-5:00pm	
Shobha Jayamohan		2:00pm-6:00pm				Alternate Sat 10-3
Katherine Baqleh	8am-12MD 4th Mon every mth				8am-12MD 1st Fri every mth	
Mary Ticinovic		8:30am-12:30pm				

Lejeune

Family Medical Practice



We are very pleased to welcome you to the Lejeune Family Medical Practice.

Our practice represents a return to more traditional family medicine where there is a great emphasis on 'continuity of care', with myself, Dr John James, and my colleagues offering a thorough supervision of all your health needs.

The practice is named after Dr Jerome Lejeune, an outstanding doctor and geneticist who was renowned for his care of his patients, especially children with disabilities.

Online Appointment Booking System

You now have the ability to book your appointments, with any of our GP's, using the NEW HealthEngine online system although OzDocs Online is still available.

Just ask the front desk staff to take you through the quick and easy registration and then all you need to do is visit our website: www.lejeunemedical.com.au, scroll down the front page to the Login section and then follow the prompts.

You can book 15min appts, if you need a longer appt you will need to book consecutive spots in the doctors diary.

If you would like to comment on our service please complete the 'Have Your Say' form on the reception counter and place it in the comments box.

Opening Hours:

Monday to Friday	-	8:30am to 6pm
Wednesday	-	8.30am to 4.30pm
Saturday	-	9:00am to 6pm
Sunday	-	Closed

After Hours:

If you require medical care outside of the above hours, please call our after hours Home GP: 8724 6300 or 13SICK (13 74 25)
In emergencies please call 000 for an ambulance.

Lejeune Family Medical Practice

50 Murray Farm Road
Carlingford NSW 2118

Ph: (02) 8197 9627 Fax: (02) 8197 9628

Email: admin@lejeunemedical.com.au

www.lejeunemedical.com.au

Practice Information

Appointments:

Consultations are by appointment, however the doctor will see urgent cases first. A standard consultation in this practice is 15 minutes, to discuss one issue. Longer appointments are available for more than one issue. Please let the receptionist know what length appointment you require.

Telephone your Doctor:

Doctors in this practice may be contacted by phone during normal surgery hours. If the doctor is with a patient a message will be taken and your call returned as soon as possible. If your call is urgent you will be put through to the Practice Nurse for immediate assistance.

Reminder System:

Our practice is committed to preventive care. You have the option of registering to receive reminder notices regarding health care services appropriate to your care.

Feedback:

We always welcome comments and suggestions regarding the care you receive at this practice. Please feel free to discuss issues with your doctor or the practice manager Denise Pintado. You may prefer to write or email us. Alternatively you may prefer to contact the Health Care Complaints Commission on (02) 9219 7444.

Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

Smoking Policy:

This practice has a no smoking policy.

How to Request Medical Records or Reports:

You are entitled to request access to your medical records although we discourage sending reports via email due to the lack of privacy and confidentiality. You need to make your request by phone and admin/nursing staff will then verify who you are using three identifiers. Every effort is made to ensure we are communicating with the authorized person and we document our conversation within your medical records.

There is a fee for the administrative costs based on time involved by our doctors and resources used, to expedite the process we therefore encourage you to use our online service via OzDocs on our website www.lejeunemedical.com.au where your doctor can provide your results with an explanation.

Otherwise we can hold your medical report, script or referrals at the front desk for pick up at a convenient time to yourself.

Thank you for your understanding and appreciate your support of our current Privacy & Confidentiality Policy.

Services & Fees

Our Range of Services Include:

- ◇ Ante-natal and paediatric care, including management of behavior and learning problems in children.
- ◇ Minor surgery
- ◇ Immunizations
- ◇ Natural family planning
- ◇ Travel advice
- ◇ Cardiac and lung function review, and
- ◇ Chronic disease management

Schedule of Fees:

Fees are payable at the time of consultation by cash, cheque, EFTPOS or credit card.

Please note that a private fee (non-rebatable form Medicare) is applicable for Dressings, Medical Records transfers and Medical Reports. The amount is dependant on time spent by your doctor and/or nurse plus practice resources used. These fees are scaled according to your individual requirements and applied just to cover basic costs to the practice.

Consult. Type	Duration	Fee	Rebate	Gap
Brief	<6 mins	\$35.00	\$16.95	\$18.05
Standard	15 mins	\$70.00	\$37.05	\$32.95
Long	30 mins	\$120.00	\$71.70	\$48.30
Extended	45 mins	\$175.00	\$105.55	\$69.45

Medicare Safety Net: Go to the following website for the latest details <https://www.humanservices.gov.au/individuals/services/medicare/medicare-safety-net>

Medicare Online Claiming & EasyClaim:

This practice has the capability of processing your Medicare rebate either through our practice software online or through our EFTPOS terminal.

In order to do this successfully you will need to either

- ◇ have lodged your banking details with Medicare,
- ◇ lodge them with this practice or
- ◇ have in your possession a debit card linked to your bank account