



## Practice Information for Patients

### Our Services

We are committed to providing comprehensive general medical care to all individuals, families and businesses in the Sydney CBD. Observatory Tower Medical Centre is an independent private clinic. Our patients include busy professionals, local residents, Mums and kids, students, retirees, tourists and expatriates living or working in the Sydney CBD.

**We pride ourselves on being a friendly clinic with a professional but relaxed atmosphere, in quiet surroundings.**

As well as treating you when you become unwell or are injured, we focus on preventative healthcare such as:

- Bulk-billed health assessments for patients 45-49 & 75+ years of age
- Pre-employment medicals and annual health checks
- Influenza, travel, adult and child immunisations
- Cervical Screening, breast examinations
- Skin cancer check
- Bowel screening
- Prostate and testicular checks
- Blood pressure and heart checks
- Lung, hearing and eye tests
- Bulk-billed weight or diabetes management
- Bulk-billed asthma management
- Bulk-billed management care plans for chronic diseases
- Bulk-billed mental health plans

### Book Appointments Online 24 Hours

#### Visit our website 24 hrs - [otmc.com.au](http://otmc.com.au)

Book and confirm your appointment online at any time, 24 hours a day.

#### Call 02 9252 7500

Speak to our Reception or leave us a message and we will return your call during our opening hours. Please call 000 in case of emergency.

#### Email [appointments@otmc.com.au](mailto:appointments@otmc.com.au)

Tell us your preferred appointment times and we will email you back during opening hours. For any urgent or emergency appointment requests, please do not email us, as we may not be able to respond to you straight away. Please call 000 in case of emergency.

#### Walk-in

We try our best to accommodate last-minute or walk-in appointments. When we already have patients with booked appointments waiting, you may be requested to come back another time when patients with appointments have been seen. If your condition is urgent, you may be asked to wait until a nurse or doctor can see you.

#### Home Visits

For patients who have a condition which prevents them from coming into the clinic and who live in Observatory Tower or within a 100m radius, we can make home visits by appointment with Dr Grewal.

### Our Opening Hours

Generally, we ask that you make an appointment to see one of our health practitioners. We will always try our best to accommodate last-minute or walk-in appointments during the following times:

Monday	Tuesday	Wednesday	Thursday	Friday	Weekend & Public Holidays
7:30am-5:00pm	7:30am-5:00pm	7:30am-5:00pm	7:30am-1:00pm	7:30am-5:00pm	Closed

#### Accidents & Emergency

In the event of an accident or emergency, at any time, please go straight to the Emergency Department of your closest hospital or call 000 for an ambulance.

Call us during opening hours if you need assistance.

The closest Emergency Department to our clinic is at Sydney Hospital on Macquarie Street.

#### Your After-Hours Care

If we are unable to provide an appointment for you after hours, you may ring our after-hours locum service for a home visit on 13 7425 (13SICK).

Alternatively, patients can call Health Direct (Government after-hours GP direct line) on 1800 022 222, for advice over the telephone. For patients located within a capital city, Health Direct is available Monday to Friday 11pm-7:30am, Saturday from 6pm and Sunday/Public Holidays all day.

### Appointment Types

#### Standard Appointments – 30 Minutes (except before 9.30am)

Our standard appointments are booked for 30 minutes. We are committed to providing a focused and thorough healthcare service to you our patients, by allowing you the time you need with your doctor. Your consultation will be charged depending on the actual time of your appointment in accordance with the Medicare Benefits Schedule plus any applicable gap.

#### Our Practice Nurse

Please also let our Reception know if your appointment is for a complete check-up, insurance or employment medical, women's health check including cervical screening and breast exam, vaccination, diabetes or asthma or mental health plan, or to discuss pre-natal issues. We may also book our practice nurse to assist our doctors.

#### Morning Appointments before 9.30am

Before 9.30am, appointments are booked every 10-15 minutes. This is to meet high patient demand for these appointment times. If you require a consultation of longer than 15 minutes during these times, please let Reception know and we will make arrangements for you.

#### Japanese Patients and Employers

We provide medical services to various Japanese companies including annual executive health checks. Our Practice Nurse, Yuki speaks fluent Japanese and is available to assist Japanese patients with booking an appointment, translating and assisting with the purchase of prescribed medicines. Contact us as follows:

日本人 02 9252 8888 / Email [japanese@otmc.com.au](mailto:japanese@otmc.com.au)



## Practice Information for Patients

### Test Results, Reminders and Re-Calls

#### Your Test Results

Generally, please expect that your doctor may need you to come in for a consultation to discuss your results rather than discuss them over the phone. One of our staff members may ask you to make another appointment before you leave, or contact you to make an appointment with one of our doctors to discuss your test results.

It does however remain your responsibility to check your results and make an appointment. Please ring us within 2-3 days of your test/s to check when your results have arrived and to make a follow-up appointment with one of our doctors.

#### Reminders & Re-Calls

We may contact you to:

- remind you that you are due for preventative health services (such as for diabetes management plan or Cervical Screening)
- make an appointment to discuss your test results, or
- provide you information about our preventative health services.

For more information about the information we collect, use and hold about you, including your contact details please read our Privacy Policy.

#### Government Health Registers

In addition to our own recalls and reminders system, you or your children may be enrolled on Government based reminders systems. Examples include:

- Australian Immunisation Register (AIR)
- National Cervical Screening Register
- BreastScreen Australia and BreastScreen NSW
- National Bowel Cancer Screening Program

If you do not wish to be included on these Government registers please discuss this with your Doctor.

#### Telephone Advice

Our health practitioners may take telephone calls if you would like to have a quick word with one of them while they are not seeing a patient. However, generally our doctors do not provide a consultation over the phone and in particular will generally require you to make an appointment to discuss your test results.

### Our People

**Dr Nirmal Singh Grewal**, MBBS, opened the clinic in March 2000. His special interests include occupational, men's and women's health, stress management and emergency medicine. He also enjoys travel and watching the cricket or the footy.

**Dr Brian Lonergan**, MBBS, works full-time at the practice. His special interests include men's health, preventative medicine, sexual health.

**Sonya Hill** is our full-time receptionist and PA to Dr Nirmal Grewal. Since joining us in 2018, Sonya has become an integral part of our practice team and serves as the first point of contact for patient enquiries. Sonya has a genuine care for people and is focussed on playing her part in ensuring the total wellbeing of all our patients.

**Yuki Nakayama** is one of our practice Registered Nurses. She assists our Doctors with blood tests, immunisations, corporate health checks and more. Yuki also speaks fluent Japanese and assists our Japanese patients and clients with translating services and Japanese health checks.

**Yanjie Han** is one of our practice Registered Nurses. She assists our Doctors with childhood and adult immunisations, wound care, health assessments and more. Yanjie also speaks fluent Mandarin and assists our Chinese patients with translating services.

**Darragh Whelan** is our assistant Practice Manager and has been working for the company since 2013. Her favourite thing about her role is supporting her wonderful team, problem solving, organisation and implementing new processes and procedures.

**Sophie Angus** assists with the business aspects of the practice. She enjoys travelling, eating out and spending time with her family.

### Payment of Fees

#### We are a Private Clinic

Because we are a private clinic, you will be requested to pay your full fee after your consultation. This is unless some-one else has agreed to pay your fees, such as your employer or it is bulk-billed through Medicare. We accept cash, EFTPOS, Visa, Mastercard or AMEX.

Your full fee depends on which doctor you see, but the out-of-pocket-expense for your consultation after you have claimed your Medicare rebate (on-the-spot at our clinic) is generally around \$40.

Other services such as home visits, after-hours care, some tests and vaccinations incur an additional cost, depending on the service. Your doctor can discuss these fees with you.

#### Medicare refunds

If you have a Medicare card, our Reception can assist you to claim your Medicare refund back on-the-spot using your bank debit card in our special purpose EFTPOS terminal – so your out-of-pocket expense will only be the 'gap'. This means there is no waiting and you do not have to visit a Medicare office or fill out any forms to claim your refund back.

If you do not have a Medicare card, then you will be asked to pay our full fee. We can provide you a receipt you may be able to take to your insurance company to claim. You should refer any queries you have about your private health cover to your insurer.

Consultation Length	'Gap'	Full Fee	Consultation Length	'Gap'	Full Fee	Consultation Length	'Gap'	Full Fee
Short	\$40	\$61-\$79	Long	\$40	\$101-\$149	Extensive (>75 minutes)	\$90	\$151-\$199
Standard	\$40	\$78-\$114	Complex (60-75 minutes)	\$60	\$121-\$169			

#### After-Hours (before 8am weekdays)

Consultation Length	'Gap'	Full Fee	Consultation Length	'Gap'	Full Fee	Consultation Length	'Gap'	Full Fee
Short	\$50	\$81-\$100	Standard	\$50	\$98-\$136	Long	\$50	\$121-\$170

\* Our fees or the gap may change from time-to-time at our discretion.



## Practice Information for Patients

### Payment of Fees (Continued)

#### Specialist Fees

If one of our doctors refers you to a specialist (such as a dermatologist), an allied health professional (such as a podiatrist) or orders tests (such as an x-ray), additional fees will be charged by these practitioners for their services. Some of these services may be covered by Medicare or your private health insurance but often you may be asked to pay an additional 'gap' fee.

Our doctors will always try their best to explain these extra costs to you, however, it is best for you to make your own enquiries to check the amount of these fees.

#### Financial Hardship

We do not deny a patient access to healthcare when they need it. If you are experiencing financial difficulties, please speak with your doctor during your appointment about the cost of the consultation and we will make suitable arrangements for you.

### Private Health Insurance

Generally Australian private health insurance does not cover consultations with our doctors. If you are not sure, check with your private health insurer.

#### Japanese Health Insurance - "Cashless" claims

For our Japanese patients not covered by Medicare but with private Japanese health insurance, we can assist you to complete the necessary forms to make your claim for consultations with our doctors. This can mean there will be no out-of-pocket expense for you. In particular, we can assist you if your health insurance is with:

- Ace Insurance
- AIU
- Compo
- JI
- Nippon Koa
- Sumitomo

If your insurance company is not listed here please ask us, we may be able to help.

### Our Privacy Policy

This Privacy Policy tells you about the information we collect, hold and share about you and how you can access or correct that information. It also indicates some of the consequences of failing to provide us with accurate information about yourself.

#### Information We Collect

We collect personal, medical, social and family health information about you. Information we hold about you is only used for managing your healthcare or to contact you in relation to your healthcare.

As well as the information we collect about you, we may receive and hold information about you from other healthcare providers and specialists including from your e-Health record, or from pharmacies about whether you have used the medication prescriptions we have given you.

If you do not provide full and accurate information to us it may affect whether the healthcare services you receive are appropriate and in very rare circumstances, could result in healthcare services that are harmful to you. So, it is important that you are full and frank with us and keep the information we hold about you up-to-date.

#### Your Contact Details

It is your responsibility to tell our Reception if any of your personal contact details have changed. In providing your contact details to us, we take you to have consented to us contacting you using those details you have provided to us, unless you tell us otherwise. We may contact you about an upcoming or missed appointment, test results, reminders, health promotions at our clinic or other matter relating to your healthcare. However, to protect your privacy, please note we will not generally leave a message on your answering machine or with another person. Please tell our Reception if you do not wish to be contacted by us by SMS or email.

If the contact details you provide us do not match those with Medicare, sometimes you will have difficulties claiming your Medicare refund using our EFTPOS terminal. If that is the case, you can claim your refund by visiting a Medicare office or on-line at [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online). You can make sure your contact details with Medicare are up to date by calling 132 011.

Failure to keep your contact details up-to-date may also mean we are unable to contact you in regards to your test results, appointment reminders or contact your emergency contact in the case of an emergency.

#### Storage of Your Data

Your personal information is stored electronically using reputable purpose-built medical software. Your data is protected from unauthorised access by unique

#### Bulk-billing

As a private clinic, we generally do not bulk-bill. If you have concerns about the cost of a consultation, please speak with your doctor during your appointment. Your doctor may be able to bulk-bill some consultations, for instance to discuss non-complex test results or in other circumstances referred to on our website.

Our doctors are able to bulk-bill specially funded Government initiatives, such as:

- Health Assessments for patients age 45-49 and 75+
- Diabetes and Diabetes Management Plans and 3 monthly Cycle of Care Reviews
- Mental Health Care Plans and Reviews
- Chronic Disease Management Plans and Reviews

Please ask your doctor if you would like more information about these services.

#### Other Overseas Patients

For our overseas patients not covered by Medicare but with private health insurance, your full consultation fee is payable at the time of your visit. We will give you a receipt that you can use to claim from your private health insurance.

confidential trackable access with appropriate security level, firewalls and daily off-site back-ups.

#### Sharing Your Information

We only share your information for purposes related to managing your healthcare and protecting your personal information, including:

- between healthcare professionals and other staff working at this at this clinic,
- in referrals to a Specialist at other clinics such as for radiology, pathology or other specialist disciplines,
- with an allied health service professional such as your physio or podiatrist,
- with compulsory Government health registers such as the Australian Immunisation Register (AIR) and State cervical screening registers,
- with Medicare to keep your e-Health record up-to-date (you must register and consent to this),
- if disclosure is necessary because you are at risk of harm (for example in the case of an emergency),
- if it is necessary to obtain Medicare payments or other health insurance refunds or payment for our services on your behalf.

Access to your information by third parties may be required as part of our clinical accreditation program and de-identified information may be shared for research purposes. In some instances, we are legally required to disclose information about you such as mandatory reporting of infectious diseases, child abuse, subpoenas or under court order. We may also disclose information about you in the process of any Medico-legal claims.

#### Accessing Your Information

You may request a copy of the information we hold about you from your doctor. If any of our healthcare practitioners believe that releasing information to you may cause you physical or mental harm he or she may refuse your request.

If you would like a copy of your medical records sent from a previous doctor or to a new doctor, please ask our Reception for a medical records transfer form to sign and we will arrange for your medical records to be sent according to your instructions.

#### Any Concerns

If you have any concerns, please discuss it with your doctor or contact our manager at [enquiries@executivehealthgroup.com.au](mailto:enquiries@executivehealthgroup.com.au). You can obtain further information from the Office of the Australian Information Commissioner on 1300 363 992 or at [www.privacy.gov.au](http://www.privacy.gov.au).



OBSERVATORY TOWER  
MEDICAL CENTRE

OBSERVATORY TOWER MEDICAL CENTRE ABN 36 163 410 062  
SUITE 5, 168 KENT STREET, SYDNEY NSW 2000  
P 02 9252 7500 F 02 9252 7511

CONTACT@OTMC.COM.AU  
BOOK ONLINE 24 HRS  
OTMC.COM.AU

## Practice Information for Patients

### Thank yous and Suggestions

We are always grateful to receive your suggestions and feedback. Please ask our Reception for a feedback form. We have a suggestion box in Reception you can place your feedback. Alternatively, feel free to email our manager at [enquiries@executivehealthgroup.com.au](mailto:enquiries@executivehealthgroup.com.au).

If you have any concerns about your health care that we're unable to resolve with you, you can contact the HCCC on 1800 043 159 or visit their website [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au).