



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

MAKING AN APPOINTMENT

Book online 24 hours! 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

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.

EMERGENCY

Please do not call or email the clinic, go directly to your nearest hospital emergency department, or call 000 for an ambulance.

COMMUNICATION

Telephoning Doctors

Generally, you will need to make a Telehealth appointment to discuss your healthcare questions with a doctor. If you leave a message with our clinic, our medical reception team will contact you to make a Telehealth or face-to-face consultation.

If you are looking for test results our medical reception team will assist you to make an appointment to see our doctor.

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. However, in most cases consultations will be provided via Telehealth or phone.

Emailing Us

Generally, we do not use email for patient communications due to privacy concerns. We do regularly monitor our emails and will respond to your queries, in particular to assist you to make a Telehealth or face-to-face appointment.

Please do not email us in an emergency, as we may not respond to you straight away.

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	WEEKENDS & PUBLIC HOLIDAYS
7:30am-5:00pm	7:30am-5:00pm	7:30am-5:00pm	7:30am-5:00pm	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. 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.

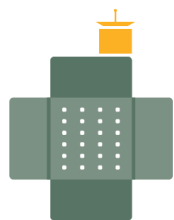
APPOINTMENT TYPES

Standard Appointments – 15-30 Minutes (except before 9.30am)

Our standard appointments are booked for 15-30 minutes, depending which doctor you see. 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.

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.



PRACTICE INFORMATION FOR PATIENTS

APPOINTMENT TYPES

Bulk-Billed Appointments

We bulk-bill appointments for children under 16 and concession cardholders. A bulk-billed appointment means Medicare pays the fees of your consultation for you with no GAP. If you are experiencing financial difficulties, please speak with your doctor during your appointment.

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.

Telephone and Telehealth Appointments

Our Doctors are able to provide a Telehealth consultation over the phone or video. This is encouraged where clinically safe, and Medicare rebates are available in most cases. Your doctor will advise if a follow-up face-to-face consult is appropriate.

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 on 9252 8888 or email japanese@otmc.com.au.

TEST RESULTS, REMINDERS, AND RE-CALLS

Your Test Results

Our staff members may 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 with us and make an appointment. Please ring us after 2-3 days to check when your test 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.

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.

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

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 Mehri Azghandi Gonabadi, MD, FRACGP, is our new permanent female doctor working full-time at the practice. Her special interests include women's health, paediatrics, antenatal shared care, men's health, skin health checks, preventative health, travel health and vaccinations, work cover and occupational health, and has a multifaceted approach to chronic diseases and emergency and trauma.

Dr Brian Lonergan, MBBS, Dr Brian Lonergan works full-time at the clinic taking appointments from 8am weekdays. His special interests include men's and women's health, preventative medicine, sexual health, and stress counseling. He graduated from Sydney University.

Yuki Nakayama is our practice Registered Nurse. 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.

Rashad Nadir is one of our practice Registered Nurses. He comes from a background in hospital and emergency nursing and assists our doctors with a broad range of clinical duties.

Rain Yau is one of our Medical Receptionists working part-time in the practice. Rain also speaks fluent Cantonese, Mandarin and basic Japanese.

Andreas Mavrogenis is one of our medical receptionists, with more than 5 years' experience in medical administration and customer service. Andreas has a passion for yoga and is currently studying to become a teacher with aspirations to start his own business.

Darragh Whelan is one of our Practice Managers and has worked for the company since 2012. She assists with the business aspects of the practice, including recruitment, policy and procedure, accounts co-ordination, and ensuring our practice is operating within general practice accreditation guidelines.

Teresa Hodgetts is one of our Assistant Practice Managers, working for the company since 2016. Teresa brings a strong focus in teamwork and has extensive experience working within occupational health.

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 someone 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, and the length of your consultation. The out-of-pocket-expense for your consultation after you have claimed your Medicare rebate (on-the-spot) is generally around \$65. 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.



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PAYMENT OF FEES

BUSINESS DAYS			AFTER-HOURS (<i>before 8am weekdays</i>)	
Consultation Length	'Gap'	Full Fee	'Gap'	Full Fee
Standard (Level B)	\$65	\$86-\$107	\$65	\$96-\$119
Long (Level C)	\$65	\$103-\$146	\$65	\$113-\$158
Prolonged (Level D)	\$65	\$126-\$183	\$65	\$136-\$195
Extensive (Level E)	\$85	\$184-\$277	\$85	\$208-\$306

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

Bulk-billing

As a private clinic, we generally do not bulk-bill unless you are under the age of 16 or have a valid concession card. 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 aged 45-49 and 75+
- Diabetes and Diabetes Management Plans
- 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.

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.

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.

PRIVATE HEALTH INSURANCE

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.

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.

Australian 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.

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 About You

We collect personal information about you and hold and access it only for the purpose of 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 health care providers and specialists, including from your eHealth record, or from pharmacies about the medical prescriptions given to 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.

It is your responsibility to tell our Reception if any of your personal contact details have changed. In providing your contact details to us, you are taken to consent to us contacting you using those details, 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.

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. 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 regard to your test results, appointment reminders or contact your next of kin in the case of an emergency.

Your Consent to Collecting Your Personal Information

When you register as patient of our clinic, or attend a consultation with a clinic staff member, you consent to clinic staff collecting, accessing, and using your personal information for the purpose of managing your healthcare. If we need to use your information for anything else, we will seek your additional consent.

You consent to our clinic collecting your personal information:

- when you register as a patient of our clinic, we will collect your personal contact details and information,
- during a consultation, when we may collect further personal information,
- when you visit our website, send us and email or SMS, telephone us, make an online appointment or otherwise communicate with us,
- from other sources including when is not practical or reasonable to collect your personal information directly from you. This may include information from your guardian, responsible person, emergency contact, next of kin, other healthcare providers, your health fund, Medicare, or the Department of Veteran's Affairs.

We will always seek and document your informed consent should real-time audio/visual recording, duplication and storage of a consultation, including those via telehealth and those conducted remotely occur. As a general rule, however, we do not routinely make any type of audio / visual recording of consultations.



PRACTICE INFORMATION FOR PATIENTS

OUR PRIVACY POLICY (CONTINUED)

How We Use Your Personal Information

Our main purpose for collecting, using, holding, and sharing your personal information is to manage your healthcare. We also use it for directly related activities, such as financial claims and payments, practice audits and accreditation, and business processes (for example staff training).

All clinic staff agree under a confidentiality agreement to only access or use your personal information for the purpose of managing your healthcare.

Your Health Record

Your Health Record includes information we collect about such as your:

- names, date of birth, addresses, email, contact details, emergency contact and next-of-kin details, cultural and ethnic background, LGBTQIA and other patient demographic information,
- medical information, including medical history, medications, allergies, adverse events, immunisations, preventative screenings, social history, family history and lifestyle risk factors,
- notes about consultations, diagnoses, treatment including surgical therapies, patient consents, prescriptions records and referral letters,
- clinical investigations and findings, test results and imaging reports including biochemistry, haematology, pathology, x-rays, and scans, reports from specialists and other healthcare professionals, nursing records, theatre reports, discharge letters and postmortem reports,
- Medicare number, billing history, and other healthcare identifiers and health fund details,
- information available from your My Health Record,
- health-related information from Government agencies.

Accessing Your Information

You have the right to request access to, and correction of your personal information. Our practice will take reasonable steps to correct your personal information if it is not accurate or up to date. When making an appointment or attending a consultation we ask you to verify that your personal information held by our clinic is correct and up to date.

You are welcome to request a copy of the information we hold about you – please talk to your doctor. 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. If any of our healthcare practitioners believe that releasing your personal information may cause you physical or mental harm he or she may refuse your request and may explain the reason to you on request.

Storage of Your Data

Your personal information is predominantly stored electronically using reputable purpose-built medical software but may also include paper and visual records. Your data is protected from unauthorised access by confidential storage, unique confidential trackable access with appropriate security level, firewalls, and daily off-site back-ups.

Our purpose-built medical software ensures letters of referral generated only contains personal information of the relevant patient.

Policy Review Statement

Our privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. The most up-to-date version of our policy is found on our 'Practice Information for Patients' form available from Reception or via our website at www.otmc.com.au. Our next scheduled review is 1 July 2025.

THANK YOU 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.

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.

Sharing Your Information

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

- when it is necessary to lessen or prevent a serious threat to a person's life, health, or safety, or public health or safety, or it is impractical to obtain the patient's consent,
- 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,
- to keep your eHealth record up to date (you must consent to this), through eTP, My Health Record (via a shared health summary or event summary)
- if disclosure is necessary because you are at risk of harm (for example in the case of an emergency),
- if disclosure is necessary because you are at risk of harm (for example in the case of an emergency),
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim, for the purpose of confidential dispute resolution process or when it is otherwise required or authorised by law.

Specifically, 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.

Our practice uses referral templates that extract your personal information into referral letters through document automation technologies, particularly so that only the relevant medical information is included in referral letters. In addition, we may electronically send your information to service providers via accepted secure messaging systems.

We will not share your personal information with anyone outside Australia (except as permitted by law) without your consent.

Dealing With Us Anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is practicable for us to do so, or we are required or authorised by law to only deal with identified individuals. Given the sensitive nature of healthcare services, the circumstances it would be practicable are very limited and likely only in the event of an emergency.

Any Concerns

If you are concerned about how information about you is held, used or shared please discuss it with your doctor or contact reception to request a suggestion and complaints form to complete and return back to us.

You can obtain further information about your privacy rights from the Office of the Australian Information Commissioner on 1300 363 992 or at www.privacy.gov.au.