

Feedback

We take your compliments, concerns, suggestions, and complaints seriously. If at any time you experience any problems or difficulties regarding this practice, please speak with the practice manager and then with your doctor about it, alternatively we have a suggestion box available and an email address when you can send your concerns, and we will do the respective follow-up with the parties involved and a prompt response and solution. If you believe that you do not have an adequate solution or do not receive the necessary attention from us, do not hesitate to contact,

Health Care Complaints Commission
Locked Mail Bag 18
Strawberry Hills NSW 2012
Ph: 1800 043 159

Interpreters

If you require an interpreter, please let us know when you book your appointment. We can book an interpreter via the interpreter service. This service is free of charge to patients who have a Medicare Card.

TTY Service for the Hearing Impaired
Tel: (02) 9219 7555

Email: hccc@hccc.nsw.gov.au

Tips for Safer Health Care

- 1- Be actively involved in your own health care.
- 2- Speak up if you have any questions or concerns.
- 3- Learn more about your condition or treatment.
- 4- Keep a list of all the medicines you are taking.
- 5- Make sure you understand the medicines you are taking.
- 6- Get the results of any test or procedure.
- 7- Talk about your options if you need to go into hospital.
- 8- Make sure you understand what will happen if you need surgery or a procedure.
- 9- Make sure you, your doctor and your surgeon all agree on exactly what will be done.
- 10- Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home.

**The Australian Council for Safety and Quality in Care.
For more information visit.**

WWW.safetyandquality.org

THE PRACTICE HAS A "NO SMOKING" POLICY.



English

Dr. Sandra Ortiz-Santiago

M.B.B.S, FRACGP

Dr. Yasser Mustafa-Moreno

M.B.B.S

Civic Plaza Shop 10

43 Ware Street, Fairfield. NSW.2165

Phone: (02) 9726 6891

Fax: (02) 9726 7375

Website:

www.saludmedical.com.au

Emergencies: please call 000

After hours care: 13 74 25

(National Home Doctor Service)

Practice Hours

Monday-Friday

8:30am-5:00pm

Saturdays-Fortnightly

Our Practice Team

Dr. Sandra Ortiz-Santiago

Medical Doctor from the University of Antioquia in Colombia. She has worked as a general practitioner since 2002. She feels passionate about Children and the elderly, preventative health and most important about helping the Spanish speaking community.

Dr. Yasser Mustafa-Moreno

Medical Doctor from Colombia, graduate from the University of Antioquia with over 20 years of medical experience. He sees all patients from young to old. He feels passionate about preventative health and enjoys doing minor surgery.

Ms. Maria Teresa Cajias

Psychotherapist, Mental Health Clinician, OT. Over fifteen years experience in counselling, conflicts management, mental illness, dementia in people's life. I'm fluent In English, Spanish and French.

Ms Maria Figueroa

Consultant in Nutrition and Dietetics, Diabetes educator. She is very useful for patients with diabetes, overweight and obesity. She will always be willing to help you and accompany you in the process.

Medical Receptionists

Miss. Leidy Hernandez

Miss. Maria Camila Naranjo

Services available

- General Practice – Family medicine
- Women's Health and men's health
- Pediatrics

- Vaccinations and immunisations
- Pap smears
- Preventative health
- Travel Vaccinations
- Health Assessments
- Minor Surgery
- Mental Health
- Aesthetic consultations (Anti-wrinkles injections, Plasma Rich Platelets)

Appointments

Please ring 02 9726 6891 for an appointment. Every effort will be made to accommodate your preferred time and GP emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or you GP has been called away. Longer consultation times are available, so please ask our receptionist if you require some extra time.

Sometimes delays can occur due to emergencies and other circumstances beyond our control, but we can do our best to minimize your waiting time.

If you are unable to attend your appointment, please phone to cancel so that we can offer that appointment to another patient.

Care outside normal operating hours

For medical attention outside our normal hours, please call 000 in the event of an emergency or visit your nearest emergency department.

Please call Ph: 137 425 (National Home Doctor Service) and tell them you are a patient of Salud Medical Centre. If you have a valid Medicare Card, you will be bulk-billed for the home visit.

Billing fees

This is a bulk-billing practice. If you do not have a Medicare Card, you will be required to pay for the services provided by the doctors. Fees are payable at the time of consultation by cash/EFTPOS. The doctor will advise you if other costs may arise from your consultation or treatment (e.g. Investigations or specialist fees).

Results.

All incoming pathology and radiology results and specialist's letters are reviewed by doctors. Please make an appointment to obtain results and to plan further follow-up care. If your results are normal, you will not be contacted by us. If the doctor would like to discuss your results with you, we will generally ring you to make an appointment. Our reception staff can not provide patients with medical results.

Telephoning your doctor.

Incoming telephone calls to the doctors are restricted. GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken, and your call will be returned as soon as is practicable. We also have the telehealth service if it meets the criteria for this.

Referral and repeat prescriptions.

If you need to renew prescriptions, talk to reception staff. The new prescriptions will be overnight. Do not wait at the last minute to order them. In the best interest of your health, make an appointment if you need a referral to visit a specialist.

Reminder system.

Our practice is committed to preventive care. Your doctor 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 preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor know.

Confidentiality.

Your medical record is a confidential document. It is the policy of this practice to always maintain security of your personal health information and to ensure that this information is only available to authorized members of the staff. We abide by the National Privacy Principles available

www.privacy.gov.au/health/index/html