

THE DOCTOR

Dr Syeda Kazmi [MBBS, FRACGP]
Dr Enass Demyati [MBBS, FRACGP]
Dr Sujeewa Karunathilake [MBBS, MD]

All doctors are highly qualified, very experienced, highly trained in areas of special interest which includes Surgical Minor Procedures, Full, Women Health, Travel Vaccinations and Children Immunisation.

PRACTICE NURSE

We've a very experienced Registered Nurse "**Susan**", who brings a wealth of experience, expertise & enthusiasm to this challenging task.

ADMINISTRATION

Syed is the Practice Manager & **Ali** Office Manager, **Coral** and **Kylie** are our receptionists, all work competently in reception and admin areas.

APPOINTMENTS

Consultations are by appointment to avoid long waiting times, although sometimes these are unavoidable. If the matter is **urgent** please tell the receptionist and she will do her best to fit you in as soon as possible. **Longer Consultations** are available on request; these should be made where appropriate. Should you be unable to attend your scheduled appointment we request that you make a courtesy phone call to cancel giving as much notice as possible, Thus allowing another to utilise our services. Appointments can be booked &/or cancelled by calling us or online using Healthengine. Parents are requested to supervise their children at all times whilst at medical centre.

HOME VISITS

Our doctor certainly do make house calls, although It is often more appropriate to attend the surgery if Certain examinations, tests such as cardiographs or specific treatments are necessary. These calls do attract a higher consultation fee. If an ambulance is required our staff will organise this for you.

AFTER HOURS

For Afterhours Care -please contact **Kempsey District Hospital** (02) 6561 2600 or Dial 000 for all Emergencies. You can also call on GP helpline Healthdirect 1800 022 222

SPECIALIST REFERRALS/Scripts

When requesting a referral to a specialist it is appropriate to see your doctor, who can assess the nature and urgency of the need, then arrange for you to see the most suitable person. You may request a particular specialist if you wish. You will be given a letter of referral together with any relevant pathology tests, X-rays etc.

PRACTICE SERVICES

In addition to general medical consultation, our practice offers the following services

- Chronic Disease Management
- Immunisation
- Health Assessments
- Travel Medicine
- Women Health / Pap Smears
- Minor Procedures
- Elderly Health
- Children Health
- ECG / Coag Check (INR)
- Lavery Pathology Collection

FEES

We Bulk Bill with a valid Medicare Card

PHONE CALLS / EMAILS

Phone enquiries to the doctors will be put through immediately where possible, but if not the call will be returned as soon as we can. Please inform reception staff should you be phoning regarding your test results. In some cases staff are able to pass on a message left by the doctor or the doctor may have requested an appointment as follow up, which staff can organise with you at this time. **Emails** are not our preferred system of communication.

Confidentiality

Crescent Head Medical Centre is committed to providing comprehensive quality care to all individuals and families in the community, including issues which may be sensitive and private.

We are conscious that all patient contact and patient records are strictly confidential. Please ask staff for our Privacy Policy, where required.