

PATIENT INFORMATION SHEET



Continuing the Legacy of Dr. Ramsis Gayed
Feb 1957 - Feb 2023

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Opening Hours:

Monday	8 am – 6 pm
Tuesday	8 am – 6 pm
Wednesday	8 am – 6 pm
Thursday	8 am – 6 pm
Friday	8 am – 6 pm
Saturday	8 am – 1 pm

Trinity Healthcare Centre

Dear Patients:

A trusted cornerstone of the Liverpool community, founded on the principles of compassionate care, professional excellence, and community support. Established by the late **Dr. Ramsis Gayed**, our practice has been serving patients with dedication and integrity for decades. We take pride in continuing his legacy, offering comprehensive healthcare services tailored to meet the unique needs of every individual.

At Trinity Healthcare Centre, we are more than just a medical practice—we are your partners in health and well-being. Our team of experienced doctors, nurses, and support staff works collaboratively to ensure that each patient receives personalized care in a welcoming and inclusive environment.

Our mission is to provide high-quality, patient-centered healthcare that promotes wellness, prevents illness, and empowers individuals to live healthier lives while fostering a supportive and respectful community environment.

Our vision is to be the leading healthcare provider in Liverpool, renowned for our dedication to excellence, innovation, and compassionate care, while continuing Dr Gayed's legacy of serving the community.

Our practice has been accredited by the Australian General Practice Accreditation (AGPAL) since October 2000.



Practice Staff

The Doctors:

Dr Bilagja Tadros

Dr Laurice Ibrahim

Dr Azza Ahmed

Dr Morris Aziz

Practice Manager:

Mr Peter Farag (Practice Manager)

Practice Nurses:

Mr Miguel R. Ocana

Practice CNC (NSW JP)

Mr Rafael Sison

Registered Nurse

Mrs Flor Mera De La Torre

Registered Nurse

Practice Receptionists:

Mrs Eiman Mekhail

Mrs Sally Shehata

Ms Moneka Attia

Ms Fatima Rawe

Appointments

The practice runs on **appointment basis**, but we always allow time for urgent consultation.

We do not take appointments on Thursdays, after hours or weekend consultations. If you have a complex or multiple medical problems and should need an extended consultation, please inform the receptionist at the time of booking, for arrangements.

Fees and billing arrangement

We are a bulk-billing practice. Patients that don't have a Medicare Card will be required to pay a fee each time they visit the doctor.

Standard Consultation \$70 dollars

Prolong Consultations \$100 dollars

Please note that some services can not be bulk-billed, these include pre-employment medical assessments, IUD insertion, Iron Infusions.

Services available in the Medical Centre

- General Practice
- Healthy Kids Check
- General Health check up
- Family Planning
- Cervical Screening test (CST)
- Asthma Action Plans
- Pathology collection (4Cyte)
- Men and Woman's Health
- Antenatal Shared care with Liverpool Hospital.
- Pre-employment medical assessment
- ECG—heart check
- Travel medicine and vaccination
- Care planning + referrals for allied health services.
- Wound care
- Immunisation



Other services

- **Psychologist** → Mrs Wesam Tadros
- **Podiatrist** → Mrs Pelagia Panagioto
- **Physiotherapy** → Mrs Ifra Laiq
- **Physiotherapy** → Mr Wagdi Assaad
- **Neurologist** → Dr Sanjeev Taneja (Not Bulk Billed)

Note: Appointments can be organised with the receptionist in person or by phone. Some of these services are not bulk-billed.

“we are a family orientated general practice, which aims to provide ongoing care for all patient's needs”

Care outside normal opening hours

Our practice is open until 8 pm most of the times during weekdays, and on Saturday until 1 pm. For urgent after hours care, please contact your General Practitioner on the numbers listed below:

Liverpool Hospital	(02) 9828 3000
Health Direct	1800 022 222
After Hours GP	13 SICK (13 74 25)
Home GP	1300 HOME GP
Ambulance	000
Poisons Information Centre	13 11 26



SYDNEY MEDICAL SERVICE CO-OP LTD
1300 HOME GP

After hours bulk billed home visits & telehealth*
* conditions apply

Monday to Friday from 6pm to 8am
Saturday from 12pm
Sunday and Public Holidays 24 hours

02 8724 6300 / 1300 466 347

Services Offered to patients with communication disabilities



The Australian Sign Language Interpreters' Association of NSW (ASLIA NSW) is a not-for-profit professional body representing Australian Sign Language (Auslan) Interpreters and Deaf Interpreters. We provide regular professional development workshops, social opportunities and information and advocate on issues that affect interpreters and our Deaf and hearing consumers.

Contact Us

Contact Details:

Email: info@aslia.com.au This e-mail address is being protected from spambots. You need JavaScript enabled to view it

Website: aslia.com.au

Postal Address: PO Box 1300 PARRAMATTA NSW 2124 Australia

All email enquiries should be addressed to info@aslia.com.au This e-mail address is being protected from spambots. You need JavaScript enabled to view it and they will then be forwarded to the appropriate Executive Committee member.

ASLIA NSW is on Facebook!



facebook.com/asliansw



The NRS provides a range of different types of call services, depending on your needs and preferences.

Relay Officers are specially trained staff who help with every call. Relay Officers will:

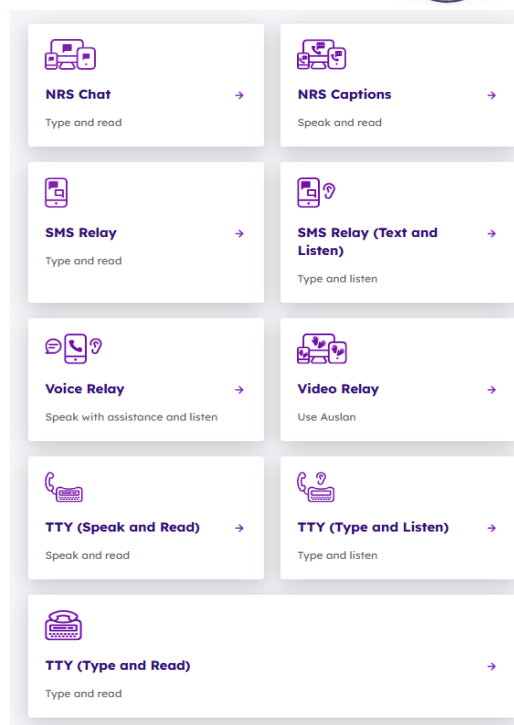
- Change voice to text or text to voice
- Change Auslan to English or English to Auslan
- Stay on the line throughout the call to help you, without getting in the way or changing what is said.

The NRS is available 24 hours a day, except for Video Relay calls.

Video Relay calls are only available **7am to 6pm** (Australian Eastern Standard Time) **Monday to Friday** and **8am to 12pm Saturday**. Video Relay calls are also **not available on national public holidays**.

The NRS is **free** and **confidential**.

You can make calls to emergency services through the NRS. Learn [how to make an emergency call using the NRS](#).



Other services

Our staff can also speak different languages such as:

- Arabic
- Portuguese
- Spanish
- Tagalog

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Smoking

As a prominent health care provider, our aim is to promote the health and well being of all staff, patients and others whilst they are on our premises.

Smoking is therefore not permitted in this practice and is discouraged on the premises or the surrounding environs.



Translating Services



TRANSLATING
AND
INTERPRETING
SERVICE



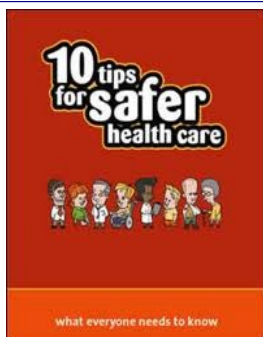
TIS



13 14 50

24 HOURS A DAY, SEVEN DAYS A WEEK.
www.immi.gov.au/tis

10 tips for Safe Health



- 1) Be actively involved in your own health.
- 2) Speak up if you have any questions or concerns.
- 3) Learn more about your condition or treatments by asking your doctor or nurse and using other reliable sources of information.
- 4) Keep a list of all the medicines you are taking.



5) Make sure you understand the medicines you are taking.



6) Make sure you get the results of any test or procedure.

7) Talk to your doctor or health care professional 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 surgeon all agree on exactly what will be done during the operation.

10) Before you leave hospital, ask your doctor or other health care professional to explain the treatment plan you will use at home.

Note: If you go hospital, make sure you take the current list of medications and your medications.



AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTH CARE

Adopted from the Australian Council for safety and Quality in Health Care.
www.safetyandquality.gov.au

Vaccines



If your child is for immunisation, please check with the receptionist to make an appointment to see the Practice Nurse. Don't forget to bring your child's blue book or the immunisation records from overseas.



AN IMMUNISED CHILD IS
A HEALTHY AND PROTECTED
CHILD!



Expanded Programme on Immunisation (EPI), PAWC

Safety + Quality

When things go wrong with medicines...

Call the **Adverse Medicine Events Line** on
1300 134 237

Monday to Friday, 9am to 6pm (AEST) for reporting or advice on side-effects, errors or "near-misses" with medicines.



Privacy

Patient privacy is a top priority in our practice, both within the consulting rooms and the waiting room and reception areas. Moreover, patient's information is kept confidential unless consent for disclosure is given by the patient or patient's guardian/legal custodian. You can access your information by submitting a signed request. A fee of \$1.40 per page is chargeable to cover the cost.

Home visits

Home visits can be arranged by calling the surgery in the morning and leaving your request. Our practice is the preferred location for medical consultation due to it allows the doctor's access to your medical notes and specialised medical equipment if required.

Returning Phone Calls

Telephone medical enquires will be taken by one of the doctors. In most cases they will be able to speak with you directly, but if unavailable, they will return your call as soon as it is practically possible. Please make sure you leave all you contact details with the receptionist (name, phone number).

Repeat Prescriptions

If you should require a repeat prescription, you must see your doctor. The reason behind is because most medications require regular reviews to ensure their greatest benefit for you.

Pathology results

To receive pathology results, you must see your doctor. Most of the times, results need to be explained and further investigations are required for appropriate treatment. For privacy reasons, **no results** will be given over the phone.

13 SICK
7425

Suggestions and complaints

We are pleased to receive your comments, suggestions and complaints. Your input helps us to maintain a quality practice.

A suggestion or complaint box is located at the reception area.

If you feel you have a problem, please speak to your doctor or to **Mr Peter Farag** our Complaint Officer.

For formal complaints, you can contact:

Health care Complaints Commission

Level 13, 323 Castlereagh Street, Sydney NSW 2000

Writing to:

Locked Bag 18

Strawberry Hills NSW 2012

Phone: **1800 043 159** (Toll Free) or **(02) 9219 7444**

Fax: **(02) 9219 4585** Website: www.hccc.nsw.goc.au



For Good Health

Trinity Healthcare Centre

157–161 George Street, Liverpool NSW 2170

Phone: (02) 9822-7107 / 9822-7108

Fax: (02) 9822-7208

Email: admin@trinityhealthcarecentre.com.au



External view of Trinity health Care Centre

Looking after your health

Trinity Health Care Centre