

PRACTICE STAFF

DR ROSA CRINITI – MBBS (UNSW), FRACGP

DR VASILIOS PAPAKOSTAS – MBBS (Sydney Uni),
DCH, FRACGP

DR JULIE ANDERSON – MBBS (Sydney Uni), FRACGP

DR SUZETTE GRIMM – MBBS (Sydney Uni) FRACGP,
DCH, Family Planning Cert

DR DANIEL YEO – MBBS (UNSW), DCH, FRACGP

Dr ANTHONY BALAMON – MBBS (UOW), FRACGP

DR IAN CHUNG– MBBS (Sydney Uni), FRACGP, Master
of Psychiatry, OAM

Dr LAURA LEVITUS – MBBS (Deakin University)

Practice Nurses: Robyn, Katrina & Kristin

REGISTRARS

Our practice is a teaching practice for Registrars.

Each GP Registrar requires 2yrs of training within
an accredited practice, which is split into 6mth
blocks, so that is why you will notice different
doctors within the practice throughout the year.

Our Registrars are of high quality, and we are
confident in their practice, so please do not
hesitate to make an appointment with them if your
usual doctor is not available.

CONFIDENTIALITY

Your medical record is a confidential document. It
is the policy of this practice to always maintain
security of personal health information and to
ensure that this information is only available to
authorised members of staff.

TELEPHONE NUMBERS

Ambulance Service: 000

Children's Hospital (Westmead):9845 0000

Sydney Children's Hospital: 9382 1111

(Randwick)

Poisons Information Centre: 13 11 26

St George Hospital: 9113 1111

AFTER HOURS SERVICE

Sydney Medical Service: 8724 6300

For After Hours House Calls

7.00pm to 7.00am – Bulk Billed Service

St George After Hours

GP Service: 9553 0795

St George Private Hospital

South St, Kogarah.

Mon – Fri 7.00pm to 9.30pm

Sat, Sun & Public Hol 1.00pm to 9.30pm

FEEDBACK AND COMPLAINTS

Patients are encouraged to give feedback,
complaints or suggestions to any member of our
staff. A suggestion box in the waiting room is
available for anonymity.

Problems are best dealt with in the practice. If you
feel there is a need to speak to a third party, you
may prefer to contact the NSW Gov. Agency for
handling complaints.

*Health Care Complaints Commission
Locked Bag 18, Strawberry Hills NSW 2010
Telephone: (02) 9219 7444*



PRACTICE INFORMATION

28 THE AVENUE

HURSTVILLE 2220

**Mon – Fri 8.00am – 6.00pm
Sat 8.30am – 12.00pm**

TELEPHONE: (02) 9570 7770

FAX: (02) 9580 4681

reception@crinitimedical.com.au

ONLINE BOOKINGS

www.crinitimedical.com.au

APPOINTMENTS

Our practice works by appointments. For more complex issues, forms, medicals or full check-ups, please book a longer appointment (30 minutes). We leave free appointments every day to cater for urgent problems and emergencies.

If you need to cancel your appointment, ***please phone*** or cancel via Hot Doc at least 3 hours before, so we can allocate that time to somebody else.

FEES

We charge a private fee for most consultations. Pensioners, DVA and Health Care Card holders may be bulk billed. Payment at the time of consultation is required.

A 'No show' fee of \$50 may be charged for non-attendance of booked appointments.

PHONE CALLS

Doctors are unavailable by phone unless you have booked a telehealth appointment or in the event of an emergency. You can leave your query with the Receptionist who will ask the Doctor between patients. You will be informed when to ring back for the reply. The doctors are consulting during surgery hours and interruptions must be kept to a minimum as a courtesy to those patients with whom they are consulting.

REFERRALS

We have no hesitation in referring patients at their request or when a problem requires specialist expertise. However, a referral will only be given after a consultation and ***NOT*** by telephone. This ensures that the referral is appropriate and to the most suitable doctor or facility. It allows us to co-ordinate your total health care.

RESULTS

The Doctor will advise during your consultation how your results will be followed up.

For Radiology – you will need to make a follow up appointment with the scans to discuss the results. The patient is responsible for picking up the x-rays etc. from the Radiology provider. Please note patients are ***NOT*** to drop x-rays/scans off to the front desk; you will need an appointment to discuss the results.

For Pathology – you will be advised during your consultation re: follow up. Results will be checked by the doctor as one of the following:

1. 'No Action' means continue with what is discussed during your consultation. You will not receive a text message.
2. 'Discuss' means make a ***non-urgent*** appointment to follow up. If your result is marked as discuss you will receive a text message to let you know.
3. 'Return urgently' means make an appointment as soon as possible. We will call you to notify you if this is the case.

CERTIFICATES

These are legal documents and are always treated as such. Legally, certificates cannot be given unless there is an illness and we have seen you at that time.

REMINDER NOTICE

Our practice is committed to preventative care. We may issue you with a reminder notice from time to

time offering you preventative health services appropriate to your care.

REPEAT PRESCRIPTIONS

When your last script is issued by the pharmacist, that is the time to make an appointment for further repeats with the Doctor. It is not possible to give scripts without an appointment. ***Please*** do not ask as it can't be done.

FORM FILLING

Fitness to Drive, Centrelink, insurance, work medicals etc. require appointments. Some of these forms take longer than 15mins to complete so please advise the receptionist as to which form it is when making the appointment. ***Please do not drop forms off at the front desk for completion.***

TREATMENT ROOM FEES

Some dressings and procedures may incur a private treatment room fee, which is payable on the day. A schedule of fees can be provided at the time of booking or on the day of attendance.

SERVICES AVAILABLE

In addition to routine consultations, the following services are available:

Men's Health, Women's Health, Children's Health, Skin Checks, Mental Health, Immunisations, Travel Vaccinations, Dermatology, Care Plans, Health Assessments, Acute Medicine and Lifestyle Problems, ECGs, Freezing (liquid nitrogen) Therapy, On-site pathology