

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this health centre to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 National Privacy Principles available at: <http://www.privacy.gov.au>

Your rights

We welcome all feedback. Please use our Suggestion Box or if you wish to make a complaint, please see the Reception Staff who will record your concerns onto our Complaints Register. We address all complaints as part of our Quality Review process.

Further Contact: NSW Health Care Complaints Commission:
Ph: (02) 1800 043 159
www.hccc.nsw.gov.au

Smoking Policy - This practice has a NO SMOKING policy



Contact details

T. 02 9555 8806

1/449 Darling Street Balmain

reception@darlinghealth.com.au

Visit our website: www.darlinghealth.com.au



Darling Street Health Centre

1/449 Darling St, Balmain NSW 2041
phone: 02 9555 8806
fax: 02 9555 8807
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Darling Street Health Centre is an integrated health centre offering holistic and integrative health services and standard medical practice. Complementary health practitioners work alongside medical practitioners offering a range of modalities and services to provide the patient with a complete holistic approach to their health and wellbeing.

Services available

- Natural Fertility Management and Preconception Care
- Naturopathy
- Nutritional advice
- Medical check-ups
- Mental Health consultations
- Acupuncture
- Osteopathy
- Massage
- Psychology
- Counselling
- Hypnobirthing
- Complete Nutritional and Herbal Dispensary

The Practice Team

General Practitioner: Dr. Melinda Prince

Naturopathy:

Amanda Haberecht
Belinda Kirkpatrick
Emma Sutherland
Daniela Viola

Psychology:

Ruth-Helen Camden
Jacqui Manning
Elske Revilla

Massage:

Patricia Power
Phil Gardner

Practice Manager:

Julia Grube

Accupunctre:

Lina Thornton

Osteopathy:

Thanuja Vanderhoek

Practice Hours (by appointment)

Monday to Friday: 8.30am - 6pm

Saturday: 9am – 4pm

Sunday: Closed

Appointments

Please call reception on 9555 8806 for an appointment.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member, require an interpreter service, we can organise this for you. Please let us know when you make the appointment.

Care Outside Normal Opening Hours

If you require medical attention, please call:

Balmain Hospital Casualty T.9395 2111 from 6pm – 10pm

or

Sydney Medical Service Co-operative on T.8724 6300

Weeknights: 6pm to 8am

Weekends: noon Saturday to 8am Monday

Public Holidays: 24 hours

Telephone Access

Doctors and allied health practitioners in the centre may be contacted during normal practice hours. If the practitioner is with a patient, a message will be taken and the reception staff will advise you when it is likely that the practitioner will return your call. Your call will always be put through in an emergency.

Fees and billing arrangements

Fees are payable at the time of consultation by cash, cheque, Bankcard, Mastercard or Visa. The AMA Fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery. If you have any difficulty in paying our fees, please discuss it with us. For patients without Medicare, our billing prices are displayed in the reception area of the surgery.

We provide online Medicare claiming services.

Getting the results of any test or procedure

Your doctor or allied health practitioners will advise when they expect results to arrive at the centre. Results are available through the duty doctor or health professional only. For results that need urgent attention, the patient will be notified regarding urgent follow-up by the practitioner.

Reminder System

Our practice is committed to preventative care. Your doctor or allied health practitioner will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time or contact you. If you do not wish to be part of this system please advise your practitioner or receptionist.