



**Suite 9, 20 Bayshore Drive, Byron Bay NSW 2481**

**Phone: 02 6680 7788**

**Fax: (02) 6680 8822**

---

## ***Welcome to The Bright Side Clinic***

*To help orientate you to our centre, please read the following important information.*

### **Our Operating Hours**

The Bright Side Clinic is open 8.00am to 4.30pm Monday to Friday,  
Saturdays, Sundays and public holidays we are closed.

### **Emergency Medical Attention**

Remember! If you require urgent medical attention, please dial 000 to call an ambulance.

### **After Hours Medical Attention**

If you require medical attention after hours, please phone Byron Central Hospital on 02 6639 9000,  
they are located at 54 Ewingsdale Road, Byron Bay.

### **Our Staff**

***Dr Hassan Abdelkawy*** (special interest in skin care, orthopaedics, sports medicine and minor skin cancer procedures). Dr Hassan speaks Arabic in addition to English.

***Dr Shireen Abbas*** (special interest in women's health, children's health, antenatal, chronic disease management and geriatric/aged care). Dr Shireen speaks Urdu and Hindi in addition to English.

***Dr Myron Binns*** (special interest in skin care, chronic disease management and aged care).

***Dr Rajendra Gurung*** (special interest in skin care, orthopaedics and children's health).

***Dr Ahmed Abomostafa*** (special interest in men's health, children's health, cardiac care and chronic disease management). Dr Ahmed speaks Arabic in addition to English.

Our friendly administrative team comprises of Annalea, Jenny and Nicola.

### **Home Visits**

Home visits are a personal arrangement between you and your doctor. Please speak to your doctor regarding this service.

### **Appointments**

A standard consultation is approximately 15 minutes with all the Doctors. Full skin checks are 30minutes If you require a longer consultation, please notify reception when booking.

Please advise the receptionist if you are experiencing any discomforts such as chest pain, difficulty in breathing, allergic reaction, bleeding, fracture/s, drug overdose, vomiting, severe pain, or unusual headache or head injury.

We may experience emergencies which need to be triaged on arrival, we understand your time is valuable and every effort is made to keep to appointment times. However, patients' medical needs are unpredictable, please accept our apologies in advance should you experience an extended waiting period. We do accept people without appointments however we can only offer an approximate waiting time. If it is not an urgent matter we can also offer an appointment at a quieter time in the day.

## GP Services and Sub specialities

Our Doctors provide General Practice and family medical services, however they also specialise in the following areas:

**Annual Health Checks** – a good time to do this is at the start of each year, after Christmas / New Year periods or around your birthday.

**Flu Vaccine** – recommended annually for all adults. Make an appointment for your vaccine prior to Easter, before the onset of Flu season.

**Annual Skin Check** – highly recommended for all ages. Be sun-smart in all seasons.

**Chicken Pox Vaccine** – strongly recommended for children and adults that have not had the virus before. Outbreaks are common in the later months of the year, so vaccinate to protect!

**Blood Pressure, Cholesterol** – regular checks could save your life. Particularly recommended for people aged over 35 years

**Health Management** - the key to living with chronic conditions such as asthma and diabetes is an effective care plan, monitored by your GP

**Cervical Screening** – recommended every 5 years for women aged between 25 – 70 (exit test recommended between 70 and 74). Try to book mid-cycle, that is, halfway between your periods.

**Tetanus Vaccine** – a full course is recommended for all adults, and a booster is required at 50 years of age to protect you from the life threatening disease.

### Consultation Fees

The Bright Side Clinic is a mixed billing clinic. DVA card holders and patients with a valid concession card will be bulk billed for their consultations. All skin checks will be charged.

Consultation	Pricing	Medicare Rebate	Out of Pocket Expense
Short – Less than 5 mins	\$44	\$19.60	\$24.40
Standard – 15 minutes	\$88	\$42.85	\$45.15
Long – 30 minutes	\$132	\$82.90	\$49.10
Extended – 45 minutest	\$176	\$122.15	\$53.85
Skin Check (spot check)	\$130	\$42.85	\$87.15
Full Skin Check	\$160	\$82.90	\$77.10
Psychology	\$185	\$96.65	\$88.35

Procedures	Pricing
Ear Syringe	\$27.80
IV iron infusion (medication supplied by patient)	\$220.00 (rebate \$122.15)
Implanon Insertion (supplied by patient)	\$65
Implanon Removal	\$105
Implanon Insertion and Removal	\$145
Wound Care – from	\$25.00

However, fees may vary for home visits and after hour's medical care as well as some minor procedures that can be done in the clinic. Please enquire about fees before scheduling home visits or after hours care. Payment is required at the time of consultation.

We accept Cash, Credit Cards (not American Express) & EFTPOS payments. If you have concerns about paying your fee, please discuss this with the receptionist prior to your appointment.

### Telephone Policy – Receiving & Returning Telephone calls

Most issues are best dealt with in consultation with your GP, however he/she will endeavour to take your call where practicable. At times, your GP may be attending to other patients and may need to return your call towards the end of the day. Please inform our reception staff if your call is urgent.

### For Your Comfort and Convenience

Car parking is available in the shopping centre, with good access for wheelchairs. The bathroom is located behind the medical centre.

## **Your Privacy is Our Concern**

We take our responsibilities for patient privacy and the handling of personal health information seriously and adhere to the Privacy Act and Australian Privacy Principles. If you would like a copy of our Privacy Policy, please see Reception staff.

## **Your Rights & Responsibilities**

As a patient of healthcare services, you have certain rights and responsibilities. Centre staff and Doctors are committed to ensuring your rights are met and that they play a supportive role in you meeting your responsibilities.

If you would like a copy of our Patient Charter – Rights and Responsibilities, please see Reception staff.

## **Our Patient Recall System**

As a valued Patient, you will be automatically enrolled in the Recall System, to ensure you receive relevant health information and pertinent reminders relating to your health such as vaccine updates or screening services. Please advise us if you would prefer not to receive this information or reminders.

Being a patient of this centre automatically enrolls you onto the State registers such as Immunisation & Cervical Screening registries. As this is an automatic service, please advise staff if you do not want to take part and we will arrange for your name to be removed from the system.

*Talk with your Doctor about how to keep yourself healthy and prevent illness.*

### **Some things we may remind you of include:**

Annual Health Checks, Flu vaccine, Annual Skin Checks, Blood Pressure & Cholesterol Checks

Asthma Management, Diabetes Management, Cervical Screening, Tetanus Vaccine

### **Test Results**

When you have seen doctor to have some tests done it is a good idea to make a follow up appointment for the results. Any abnormal results the doctor or receptionist will contact you by phone or by letter requesting you make an appointment to see your Doctor.

### **Your Feedback is Important to Us**

If you would like to make any comments on the services provided, please ask to speak to, the Practice Manager.

If you have any concerns about the medical services provided to you, please speak to your GP. Alternatively, you may prefer to speak with the Clinic's Principal Doctor, Dr Hassan Abdelkawy. Please see reception for assistance. A comments box is also provided in the reception area for your feedback and comments.

Complaints Forms are available from our Reception staff, this will ensure your feedback is recognised and responded to promptly. Alternatively, you may wish to contact:

NSW Health Care Complaints Commission,  
Locked Mail Bag 18,  
Strawberry Hills NSW 2012.  
Ph 02 9219 7444

Toll Free 1800 043 159 and their web site address:- [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

### **Personal referrals**

Feel free to refer your friends and family. We will be delighted to see them and ensure that they too, receive quality healthcare services.

**Thank you for attending The Bright Side Clinic.  
We look forward to being of service to you in the future.**