

# ISRA Medical Services Liverpool

2/269 Bigge St, Liverpool NSW 2170 | [isramedical.com.au](http://isramedical.com.au)  
T: (02)97349090 F: (02)96006695 E: [liverpool@isramedical.com.au](mailto:liverpool@isramedical.com.au)



## Patient Information Sheet

**Shop 2, 269 Bigge Street**

**LIVERPOOL NSW 2170**

Phone: (02) 9734 9090

Fax: (02) 9600 6695

Website: [www.isramedical.com.au](http://www.isramedical.com.au)

Email: [liverpool@isramedical.com.au](mailto:liverpool@isramedical.com.au)

### Practice Hours

#### Weeknights

6pm to 11pm

#### Saturday

12pm to 11pm

#### Sundays and public holidays

9am to 11pm

### Our Practice

ISRA Medical Services is an after hours medical practice devoted to providing the highest level of care to all patients. ISRA Medical Services is accredited with the Australian General Practice Accreditation Limited (AGPAL), the leading provider of accreditation in Australia, ensuring the highest standard of quality service.

### Our service providers

Our male and female doctors have experience in all aspects of General Practice, including minor surgery and emergency treatment. We also have qualified staff assisting patient care in many medical areas such as: broken bones, fractures, wounds, fevers, pregnancy tests, ECG, heart checks, counselling, minor surgery, sutures, industrial medicine advice and consultation, sports medicine, skin checks, spirometry and other areas. Our service allows family doctors to ensure that their patients and their families have been cared for during their absence, in an extremely efficient manner.

# ISRA Medical Services Liverpool

2/269 Bigge St, Liverpool NSW 2170 | [isramedical.com.au](http://isramedical.com.au)  
T: (02)97349090 F: (02)96006695 E: [liverpool@isramedical.com.au](mailto:liverpool@isramedical.com.au)



## Practice Fees

**Bulk billing** is available for eligible patients, otherwise a chargeable Consultation fee is payable at the time of consultation by cash.

## Practice consultation for non Bulk billing

- Standard consultation: \$80.00
- Long consultation: \$120.00

Our staff members will advise you before the consultation if any other charges apply.

## Confidentiality

ISRA Medical Services adhere to the highest level of confidentiality.

All patients' records, results, and information are secured and not accessible without the patient's consent.

## Reporting to the family Doctor

Detailed reports about the consultation will be provided to the patient's family Doctor the following day. In a critical case a phone call will be made the next morning to the patient's family Doctor advising details of the special circumstances (Hospital admission, Death, etc).

All received results and clinical correspondence relating to a patient's clinical care are reviewed and that clinically significant tests and results are followed up by the medical practitioner who ordered the test, with copies forwarded to the patient's regular GP.

Locums will have access to member's private phone numbers to be contacted when needed. Patients of non member family doctor's will be supplied with a consultation note addressed to their regular doctor.

# ISRA Medical Services Liverpool

2/269 Bigge St, Liverpool NSW 2170 | [isramedical.com.au](http://isramedical.com.au)  
T: (02)97349090 F: (02)96006695 E: [liverpool@isramedical.com.au](mailto:liverpool@isramedical.com.au)



## Telephone and electronic communications

Patients of our practice are able to obtain timely advice or information related to their clinical care by telephone and electronic means where a GP determines that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

## Booking Appointments

You can book your appointments at ISRA. We only accept bookings starting from 6PM on weekdays and from 12PM on Saturday & all day Sunday. You can book online at <http://www.isramedical.com.au/our-centres/liverpool/> or call us at (02) 9734 9090.

You can also just walk-in and register yourself at the reception.

## Home Visits

The main entity of ISRA Medical Services provides after hours medical services and home visits to patients.

Contact the practice on **1300 Get Doc (1300 438 362)** and our staff will attend to your call and advise a course of action.

Alternately you can attend our practice at  
*Shop 2, 269 Bigge St., Liverpool NSW 2170.*

All effort will be made to accommodate you at a suitable time. Emergencies will always be given priority and our staff will attempt to contact you if there is any unexpected delay or if the doctor has been called away. If you are in need for a long consultation, please mention so to the receptionist.

## Complaints and suggestions

ISRA Medical Services appreciate and value your comments and suggestions. Patients are welcome to leave their comments in the suggestion box. If you have any complaints you can report it to our staff and if you are still not satisfied with the response you can call the Health Care Complaints Commission on 1800043159.