

## Health Services

- Telehealth Services
- INR Testing Clinic
- Wound Clinic
- Home Care Assessments
- Chronic Illness Care Plans
- Skin Cancer Management
- Minor Surgical Procedures
- ECG Heart Checks
- Diabetes Care Plans
- Health Assessments
- Hearing Tests
- Immunisation Clinics
- Dive Medicals
- Industrial/Insurance Medicals
- Mental Health Care Plans
- Home Medications Review
- Travel Health Advice
- Yellow Fever Vaccinations
- Aged Care Facilities - Health Assessments



This is a 5th Edition GPA Certified Practice



**Forster Tuncurry Medical Centre**  
14 South Street Forster

Ph 6555 0444  
Fax 6554 7200  
office@ftmc.com.au

### OPENING HOURS

Monday to Friday 8:00am - 5:30pm  
Saturday 8:30am - 4pm  
Sunday 9am - 1pm



**Macintosh Medical**  
97-99 Macintosh Street

Ph 5520 2020  
Fax 5520 2009  
macintosh@ftmc.com.au

### OPENING HOURS

Monday to Friday 8:00am - 5.30pm



Pacific

Palms

**Medical Centre**  
208 Boomerang Drive Blueys Beach

Ph 6554 0634  
Fax 6554 0937  
palms@ftmc.com.au

### OPENING HOURS

*Book Online @ [www.ftmc.com.au](http://www.ftmc.com.au)*



**Forster Tuncurry Medical Centre**

# *Practice Information*

*Providing the highest quality health  
care service with a professional and  
dedicated team for the past 38 years*

## Consulting Doctors

Dr Angelo Arreza	MBBS FRACGP
Dr Sanjana Acharya	MBBS FRACGP
Dr George Castillo	MBBS FRACGP
Dr Garry Clemensen	MBBS Dip RCOG
Dr Stephen De Lyall	MBBS FRACGP
Dr Ahmed Dulfiqar	MBBS
Dr Jamie Fernando	MBBS FRACGP
Dr Mohammed Hamdy	MBBS
Dr Samantha Hoey	MBBS FRACGP
Dr Marike Van Rensburg	MBBS
Dr Muhamad Kamil	MBBS
Dr Emil Malferrari	MBBS FRACGP
Dr Ellen Millard	MBBS
Dr Samuel Mwakasendo	MBBS FRACGP
Dr Lucas Rouse	MBBS FRACGP
Dr Sudipta Sarker	MBBS FRACGP
Dr Monika Schuch	MBBS FRACGP
Dr Joseph Tamer	MBBS
Dr Si THU U	MBBS FRACGP
Dr Ashivini Thanabalasingham	MBBS

## Nursing Staff

Sue-Ellen Faulkner	Manager/RN	Conny Schuller	RN
	EN	Trish Johnson	RN
Jeanette Clark	RN	Lynne Murphy	RN
Julie Voght	CMA	Mel Trotter	EEN
Brenda Reynolds	RN	Colleen Newman	EN
Bronwyn Watts	RN	Linda Stark	RN
Wendy Melzer	EEN	Dani Tucker	RN

## Allied Health

Tony McElroy	D.E.	MNC Sleep Clinic
Lani Millington	Dietician	Greg Wilcox Psychologist

## Administration Staff

Anne Curtis	Manager / Director		
Janet Felton	2 IC	Sam Godreau	Admin
Brianna Barbara	Admin	Jessica Goodear	Admin
Marnie Burns	Trainee	Bindi Horii	Admin
Jonathan Carmody	Admin	Trish Lockyer	Admin
Julie Coleman	Admin	Brittany Page	Admin
Jodie Cremin	Admin	Lesley Tudor	Admin
Nikki Eggins	Admin	Jodie Williams	Admin
Lachlan France	Admin	Helen Worley	Admin

## History Of Our Practice

Since opening in 1985 Forster Tuncurry Medical Centre has continued to grow, enabling the provision of a wider range of services. Our focus has always remained the same; providing the highest quality health care for our patients. We strongly believe preventative medicine leads to a healthier and more satisfying lifestyle.

In April 2017 we welcomed the addition of a new site at Pacific Palms. This site is fully equipped to offer the same services as the Forster center.

2018, Macintosh Medical opened its doors incorporating Allied Health, Physiotherapy, and GP services.

## Appointments

Our consultation times are 15 minutes. Longer consultation times are available. Please inform the receptionist if you require extra time. To book an appointment you can either book online at [www.ftmc.com.au](http://www.ftmc.com.au) or contact the practice. Telephone Consultations are available. Walk In appointments are kept for the day

Emergencies will always be given priority and our reception staff will inform you if there is an extended delay. Please notify us in advance if you are unable to attend your appointment.

## Communication Policy

Electronic communication is available to contact your doctor on: [office@ftmc.com.au](mailto:office@ftmc.com.au)  
Doctors consulting at the practice are unable to accept phone calls during consultation hours. If you wish to contact your doctor, an electronic message will be sent immediately and your doctor will return the call at their earliest convenience.

## Payment

Fees are payable at the time of consultation by cash, cheque, credit card or EFTPOS. Fees and charges remain variable for each patient depending on individual circumstances, please speak to your Doctor. Below are the standard consultation fees. (As of the 1st August 2021)

Private Fee:	\$85
Pension/Concession Fee:	\$72
Medicare will rebate you \$39.75 of the consultation fee.	

## Prescription & Referral Requests

Our new HotDocs Online Booking System will allow you to request and pay for your scripts and referrals online. We ask you to allow AT LEAST 48 HOURS for requests.

If you have not seen a doctor within six months you will need to book an appointment for the script.

## Home Visits

Home visits are available for our regular patients whose condition prevents them from attending the practice. The doctors will visit these patients after hours. Please call the practice to arrange for a home visit.

## After Hours

After hours are between 5.00pm and 8am Monday to Friday, after 4pm on Saturdays, and after 1pm on Sundays. All public holidays are after hours. If you require medical attention during this time please call 65550444 where a Triage Nurse will assess your call and connect you to the On Call Doctor if required.

## Confidentiality & Results

The AMA code of ethics is upheld by this practice. We strive to maintain the highest level of confidentiality regarding patient information. All personal and medical information collected, either hard copy or electronic, is kept strictly confidential.

Your results are available by phoning the practice. Patients have the right to refuse to participate in state recall systems.

## Your Feedback

Our primary aim is to provide the highest quality care to our patients. The Practice is receptive to feedback and will endeavor to resolve complaints directly. Alternatively Contact the HCCC Complaints on 02 9219 7444

## Open Disclosure

Open disclosure is an open discussion with a patient about one or more incidents that resulted in harm to the patient while they were receiving healthcare.

Forster Tuncurry Medical Centre actively promotes Open Disclosure, go to [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)