

## Railway Road Medical Centre

### PRACTICE INFORMATION SHEET

25 Railway Road  
Quakers Hill NSW 2763  
Phone: 8889 1383 Fax: 8889 1375  
**After Hours: 1300 HOME GP or 1300 4663 47**

#### Our doctors

Dr Murali Thiruvengadam (Principal and Owner)  
Dr Htain Linn  
Dr Salman Ahmed  
Dr Sushma Sharma  
Dr Sushma Bayya [GP Registrar]  
Dr Sukriti Aruna [GP Registrar]

#### Practice Hours

Monday to Friday 8am to 8.30pm  
Saturday 8am to 4pm  
Sunday 8am to 12pm

#### Inhouse pathology Hours

Monday to Friday 8am to 1pm & 2pm to 8pm  
Saturday 8am to 2pm  
Sunday 8am to 12pm

#### After Hours

Phone: **1300 HOME GP or 1300 466 347** – In an emergency, ring 000 for an ambulance.  
After hours Phone: 02 8724 6300

#### Practice Fees

**WE ARE BULK BILLING PRACTICE**

- *Patients who have valid Medicare cards are bulk billed*

*Patient Who does not have valid Medicare card*

They need to pay

**Consultation - \$71 or more [depend upon length of consultation]**

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#### **Medical record transfer fees**

Upon receiving request to transfer medical record to other medical centre our practice follows below policy.

1. Only patient's health summary will email to another medical centre with NO COST & password protected file.
2. Complete medical record transfer administration fees \$90 per patient.

#### **Other fees:**

Any Private fees we charge to patient we will inform them prior to their appointment.

For examples- Commercial driving license fees, Iron infusion fees etc.

#### **Appointments**

The Practice prefers to run by appointments which are made at 15-minute intervals. Please advise our receptionist if you require a longer consultation time or book a long appointment on our HotDoc Bookings app.

#### **AI tool for Appointments**

We are now using artificial intelligence for our clinical documentation. For more information check with you GP on the day of your consultation.

#### **Preferred GP**

When making an appointment we encourage you to request your preferred doctor and will endeavour to accommodate you. In the case of an emergency please understand that you may be unable to see your preferred doctor but be assured that another doctor will have full access to your medical file.

#### **Home Visits**

Home Visits are available at the discretion of the Doctors.

#### **Reminder System**

Our Practice is committed to preventative care. Unless you specify otherwise, you will be registered to receive a reminder notice regarding health care services appropriate to your care through our HotDoc app.

#### **Cultural Background**

The Practice encourages patients to advise their doctor of their cultural background. This assists our Practice in providing you with the utmost quality care, and to provide any resources that may be available to assist in your treatment.

#### **Translation Services**

Our Practice welcomes patients from all cultures and backgrounds. If language is a problem, we encourage you to bring a member of your family or we can organise a translator if given prior notice of before your appointment. Translating and Interpreter Service (TIS). Phone: 1300 575 847.

The Doctors at this Practice speak English, Hindi, Tamil, Telugu, Malayalam, Punjabi, Urdu and Burmese.

National Auslan Interpreter Services (NABS) Phone: 1300 287 526. There are fees involve for this service. For latest fees please visit <https://auslanservices.com/fees/>.

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#### Repeat Prescriptions, Referrals and Test Results

We are NOT PERMITTED by law to backdate medical certificates and referrals. Doctors in this Practice are experienced at handling all common health problems. When necessary, they are able to draw an opinion from Specialists, and if necessary, refer you for further investigations. You can discuss this openly with your doctor. Please make sure you have adequate prescriptions on hand at all times and book early appointments to avoid running out of medication.

#### Request for Personal Health Information

Patients are able to access their health information. An appointment can be made with the doctor of your choice to discuss this request.

#### Waiting Times

Nobody likes to be kept waiting. Despite our best intentions, we sometimes run late. This is because we have experienced an unexpected emergency or we may be dealing with a consultation that is taking longer than expected. Be assured that when it comes to your consultation time with the doctor, they will give you the time needed. Thank you for your consideration and support.

#### Patient Identification, Emergency Contact & Next of Kin Details

We will confirm your identification at each contact with the Practice; this is to ensure we have your up-to-date information and to ensure it is **your** Health Record that is opened and not a patient with a similar name or date of birth. This is **NOT** because we do not know you, it is to ensure we connect you with your correct health record and to maintain the privacy of your information and entries in our Practice.

We will also ask you to confirm your nominated Next of Kin & Emergency Contact Details. The reason for this is, in the case of an emergency or urgent contact being necessary, we are able to contact those you have nominated, should we not be able to contact you, the patient.

#### Medical Services

Check-ups, family planning, antenatal, asthma, diabetes, heart check, vaccinations, driving medicals, travel vaccines, wound management and mental health care are some of our services offered.

#### Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain the security of your personal health information at all times. Railway Road Medical Centre abides by the *Privacy Act 1988 incorporating 13 Australian Privacy Principles (APPs) and the relevant health records legislation*. Railway Road Medical Centres' Privacy Policy is available to view on our website [www.railwayroadmedical.com.au](http://www.railwayroadmedical.com.au)

#### Phone Calls

Railway Road Medical Centres' telephones are available during the hours of 8am till 8.30pm Monday to Friday. 8am to 6pm Saturdays and 8am to 12pm Sundays. A message will be taken if the doctor is with a patient, and your call returned at the earliest opportunity. If your call is an emergency, you will be triaged by our nurse, who will then contact the doctor immediately.

#### Emails

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### PRACTICE INFORMATION SHEET

Due to privacy issues no medical information or results will be forwarded via email. We are using password protected emails only.

**WE ALSO DO NOT SEND OR RESPOND TO EMAILS FROM OUR PATIENTS FOR GENERAL ENQUIRIES.**

#### **Feedback**

Please ask to complete our 'Patient Feedback' form available at the Reception Desk. This is completely confidential and helps us to improve our services. If you feel your complaint has not been addressed appropriately, please feel free to contact the Health Care Complaints Commission.

The Commission's address and contact details are:  
Level 13, 323 Castlereagh Street, Sydney NSW 2000  
Ph: (02) 9219 7444 Fax: (02) 9281 4585  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

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