

# MY DOCTORS BURWOOD MEDICAL CENTRE QUATERLY NEWSLETTER- OCTOBER 2021

85 Burwood Road Burwood NSW 2134 **Phone:** 02 9066 5888

***Our priority is to provide a safe environment for our patients and staff.***

***This newsletter is for your information about the Medical Centre and WELCOME both face to face and Tele-health consultations.***

### **Operating Hours**

Monday - Friday 08.00am to 19.30pm

Saturday – Sunday 09.30am to 18.00pm

Public Holidays- Closed

**Pfizer and AstraZeneca  
Vaccine appointments are  
available. Please make an  
appointment with the GP to  
discuss your suitability for the  
Vaccine.**

### ***HOW DO I MAKE AN APPOINTMENT?***

Appointments can be made in the following ways.

- Telephone
  - Book in an online consultation via HotDoc App
- Alternatively, you can contact us via email:  
[reception.burwood@mydrs.com.au](mailto:reception.burwood@mydrs.com.au)

### ***WHAT IF I HAVE TO ATTEND THE SURGERY?***

If you attend the Medical Centre, you can be assured that we have a strict COVID infection control process in place for your safety.

When you attend, **you will have to wear a face mask** at all times to reduce the risk of infection.

When you arrive, your temperature will be checked before you enter the Medical Centre. Then, the staff member of the Medical Centre will direct you to the appropriate waiting area.

We are spacing appointment times and seating areas, so there are a limited number of patients

on-site at any one time. Therefore, the Medical Centre staff will be wearing (personal protective equipment (PPE) when they see you. Before you attend, you will be asked whether you have any 'covid type' of symptoms, i.e., cough, runny nose, sore throat or fever. **If you have any suspected covid symptoms or are instructed by the Public Health Unit to self-isolate, please do not attend and organise a Tele-Health appointment with a doctor.**

### ***HOW ARE do we care for OUR PATIENTS?***

If you have a long-term health condition, the surgery will continue to look after your health issues or chronic conditions. Your Doctor or Nurse will arrange a longer consult/management plan.

### ***HAVE YOU CHANGED YOUR CONTACT NUMBERS?***

You must INFORM US WHEN YOU CHANGE YOUR CONTACT NUMBER. Otherwise, we may not be able to contact you when required.

### ***PRESCRIPTIONS FOR MEDICATIONS***

Please allow 2-4 hours for your scripts to be faxed to the pharmacy of your choice. Alternatively, you can request the GP to send through the prescription via eRX during the time of your consultation.

### ***BLOOD TESTS***

*Laverty Pathology is on-site the following days:*

*Monday to Friday 0830am-1500pm*

*Saturday 10.00am-14.00pm*

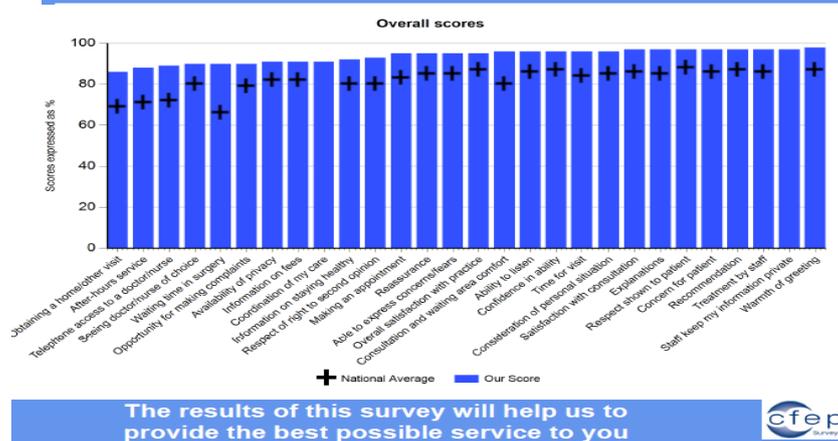
*You can also attend another local Pathology Collection Room if you cannot attend the surgery.*

If you have any suggestions, comments or interesting articles that can be used for the next newsletter  
Please address them to the Practice Manager.

# MY DOCTORS BURWOOD MEDICAL CENTRE QUATERLY NEWSLETTER

85 Burwood Road Burwood NSW 2134 **Phone:** 02 9066 5888

## YOUR FEEDBACK IS IMPORTANT TO US



What have you told Us?	What have we done?
<i>The nurse's door could be shut when interviewing triage/people?</i>	We have reviewed our procedures and discussed with all nursing staff to ensure privacy is consistently observed across all nursing shifts. In addition, the team have been allocated dedicated areas to perform the various duties.
<i>Inform the patient if there is a long waiting time?</i>	We have discussed with the admin team and conducted a training program where patients are informed accordingly.
<i>TV would help pass the time</i>	We have passed on this feedback to management and recommended installing a TV in our waiting room for patients