

Our Doctor

Our Doctors have a vast experience in all aspects of general practice. Dr Weizhen Lu has special interests in preventative health management, mental health, men and women's health, pediatrics, adolescent health and natural medicine.

Fees and Billing Arrangements

All consultations with our general practitioner will be bulk billed if you have a Medicare card. Please bring in your Medicare card or number with you for all consultations. A fee will be charged for patients not registered with Medicare, and for consultations not covered by the Medicare Benefits Schedule. Please ask the receptionist prior consultation. If your visit is as a result of work related injury, you need to inform the attending doctor. Work related consultations and treatment will be billed to the employer or the insurance company involved. **Although we fully bulk bill our services, there may be additional costs for other specialized services our GP provide and referred services to other health professionals.**

Appointments

An appointment system operates in this practice with an average of 15 minutes allocated per patient unless a long appointment is required. Every effort will be made to accommodate your preferred time. **When booking, please advise the receptionist if your problem is URGENT, if you require a long appointment, need a special medical examination or procedure or if more than one family member needs to be seen.** If you are unable to keep the appointment, please inform us as soon as possible so that someone else can be accommodated. If you or a family member requires an interpreter service, we can organize this for you. **Walk-ins are accommodated but patients with appointments have priority.**

Telephoning your Doctor

Our doctor may be contacted during normal surgery hours. If the doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the he will return your call and usually it's in between seeing patients or at end of the day.

Your call will always be put through to the doctor in an emergency.

After Hours Care

If you need urgent medical attention outside of our normal surgery hours, please contact **National Home Doctor Service** on **137425**. You can arrange for a home visit and you will be bulk billed if you have a valid Medicare Card. This service is available during weekdays (6pm-9am) and all day Saturday and Sunday. Brochures are available our reception area.

Recalls and Reminders

We are committed to preventive care. To provide for an efficient monitoring of your health, this practice offers a computerize system of recalls and reminders. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception knows. Recalls/reminders are done by phone or mail for follow-up tests, immunizations, health care assessments, reviews of chronic health problems like diabetes, asthma etc.

Test Results

We will give you instructions on how to obtain results for pathology or imaging tests (X-rays, Ultrasounds etc). In general, results are given during consultation in order to allow for appropriate discussion of their implications. It is advisable to make an appointment to discuss further management or follow-ups.

Privacy

All our medical records are computer based records only. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff. We abide by the ten National Privacy Principles available at

<http://www.privacy.gov.au/health/index.html>

***This practice has a
No Smoking
policy and we do not prescribe
drugs of addiction.***

Your Feedback is important to our practice

We always welcome any constructive comments or suggestions. Our staff is here to help, so do not hesitate to ask for assistance. **Due to the unpredictable nature of general practice consultations, the doctors will sometimes be behind schedule.**

We apologise for any inconvenience this may cause. We take your feedback seriously as they will help us improve our services and to cater to your needs. **A suggestion box is available at reception for you to place your ideas/recommendations.** However, if you are dissatisfied and want to take your concerns further, you may contact the **Health Clinic Care Complaint Commission**
Tel: 02 9219 7444.

Preventative Healthcare

Regular health checks and consultation with your doctor when any symptoms or changes in your body occur are essential as part of preventative care. Our practice provides the following:

- Vaccinations – Child and adult
- Baby Growth and Development
- Women's health Issues
- Men's health issues
- Weight problems
- Smoking cessation
- Travel medicine
- Skin cancer checks
- Management of chronic disease
- Pre-employment checks
- Medicals for Driving
- Mental Health
- Family Planning Advice
- Pap Smears and Breast Checks
- Liquid nitrogen freezing therapy
- Nutritional advice
- ECG
- Heart check
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- Children's health check
- Counselling
- Cosmetic Injections

We are committed to quality improvement



ZENITH FAMILY PRACTICE

Opening Hours

Mon-Fri: 9-6 pm

Sat: 1-6pm

(Closed on Sunday/Public Holidays)

After Hours Service:

**NATIONAL
HOME DOCTOR
SERVICE** 

Tel: 137425

10 Layton Avenue,
Blaxland NSW 2777
Tel: 47020259