

Contact Details and Opening Hours

Address	74 Park Road, Bulli NSW 2516
Website	www.bullmedicalpractice.com.au
Phone	(02) 4284 4622
Online Appointments	Via our website or www.hotdoc.com.au
Practice Opening Hours	Monday - Friday 8am - 6pm, Saturday 8am – noon
After Hours Service Phone	(02) 4228 5522

General Practitioners

Dr Julie Blaze	Dr Jeff Hall	Dr Berlinda Png
Dr Michael Hanson	Dr Rebecca Goodman	Dr Victoria Beyer
Dr John Deady	Dr Hayley Glasson	Dr Meaghan Miller-McConochie
Dr Saroja Gunasekera	Dr Amy Harkness	Dr Nikita Robins
Dr Helen Maclean	Dr Berlinda Png	

General Practice Services Available

General adult health	Minor surgical procedures
Child and adolescent health	Chronic disease management
Travel medicine	Diving medicine examination
Antenatal care	Refugee health service
Emergency medicine	Pre-employment medicals
Geriatrics	Work-related health
Men's health	Insurance medical assessment
Women's health	Skin cancer clinic
Weight management clinic	Nursing home service
Respiratory Clinic	COVID-19 Vaccine Clinic

Other Health Services

Co-located at Bulli Medical Practice is Southern IML Pathology, and allied health professionals including physiotherapist. For more information, visit our website.

Fees and Charges

Bulli Medical Practice charges the Australian Medical Association (AMA) fees for standard consultations and does not routinely bulk bill consultations. The AMA reviews the fee schedule on 1st November annually which coincides with changes to the Medical Benefits Scheme. Bulli Medical Practice also reviews its fees in November.

Payment is expected after each consultation. We accept payments EFTPOS facilities (debit and credit card: Visa & Mastercard but do not accept American Express). We also except payments via direct deposit (ask our reception staff for our bank details) or via our HotDoc payment platform.

Medicare rebates may be claimed by direct deposit into your nominated bank account at the finalisation of your account at reception. Alternatively, a receipt can be issued to claim in person at a Medicare office.

Please see our website or ask at reception for our full fee schedule and Billing Policy.

Communication

To make an appointment, book online via HotDoc (www.hotdoc.com.au) or telephone reception during opening hours. For urgent appointments, please phone as early as possible from 8am). For non-urgent appointments, or to check test results, or request a prescription or referral, please try to telephone between 12 noon and 2pm when our phones are less busy. Patients that require immediate action in relation to test results will be contacted by the Practice to arrange an urgent consultation with a doctor.

We are committed to providing preventative health care and may send you a reminder notice from time to time. If you do not wish to be a part of this system, please let the staff know at reception. Note that we also participate in government reminder systems and registers.

We are moving towards an electronic reminder system. If you would like to receive text or email reminders, please inform the reception staff and ensure they have your current email address and mobile telephone number.

A copy of our Communication Policy is available on request at reception.

Patient Health Information

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The Practice adheres to the National Privacy Principles. A copy of our Privacy Policy is available on request at reception.

Feedback and Complaints

We value your feedback and encourage you to complete a general feedback questionnaire (which you can deposit in the secure box in the waiting room) or by emailing feedback@bullimedicalpractice.com.au. We endeavour to respond to your suggestions as soon as possible and to continuously improve our service. From time to time we might also ask you to complete a confidential evaluation as part of AGPAL accreditation.

If you are unhappy with any aspect of the care that you receive then please let us know. Talk to either your doctor or reception staff and we will try our best to help. We believe problems are best resolved within the Practice. However, if the problem is not resolved, you may wish to contact the NSW State Government authority for dealing with medical complaints. The address is: Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012.