



## Dr Eddie Kanan and Dr Hyun Ahn

**Surgery Hours:** Monday to Friday 9am – 5pm Saturday 9am – 12pm

### Appointments

There are several ways you can book an appointment, through our website at [www.ekmedical.com.au](http://www.ekmedical.com.au), through [www.healthengine.com.au](http://www.healthengine.com.au) or by calling us on 8521 8111. Please advise us if you feel your situation is urgent or you need to be seen as soon as possible, we will try and accommodate you where we can.

### Our Services

Men's Health	Women's Health	Children's Health	Immunisation
Cosmetic Procedures	Chronic Disease	Nursing & Pathology	Preventative Health
Skin Check	Skin Cancer Removal	Iron infusions	Mental Health

### Fees and billing

EK Medical is a mixed billing practice. The following patient types are eligible for bulk billing:

Children aged under 16 years old, all students (including university), pensioners and healthcare card holders

Bulk billing applies for the above patient groups for medical consultations and also minor procedures. However, for more complex procedures, an out of pocket expense may apply.

Otherwise our fees are as follows:

Appointment type	Total Consult fee	Medicare rebate	Out of pocket expenses
Nurse appointment	Bulk Billed		
Brief consultation (under 5 minutes)	Bulk billed	–	–
Standard consultations (5-20 minutes)	\$67.00	\$38.75	\$28.25
Longer consultations (20+ minutes)	\$108.00	\$75.05	\$32.95

*Patients without Medicare are welcome at our practice, however, the above consult fee is payable at time of consultation.*

### After hours care

Please call Sydney Medical Services Co-Op on 02 8724 6300 for home visits between 6pm and 8am or Sutherland Hospital on 02 9540 7111. If your condition is urgent call 000.

### Home Visits

Home visits within a 3km radius are available to existing patients if necessary, the private fee is \$130.00, please speak to our reception staff.

### Results

We will contact patients if they are required to return about their results, this appointment will be bulk billed. If you would like to discuss your results please make an appointment. You can also call between 2-2.30pm on Tuesdays and Fridays 1 week after your blood test and our nurse will be available to discuss your results.

3 Boronia Ave  
Engadine 2233

reception@ekmedical.com.au  
www.ekmedical.com.au

Ph: 8521 8111  
Fx: 8521 8222

### **Reminders**

For the continuing management of our patient's health we utilise a systematic reminder system to provide health promotion, preventative care and early detection of disease. Please let our staff know if you would like to opt out of this reminder system.

### **Communication by phone/email**

If you need to speak to the Dr by phone during surgery hours this can be arranged, if the Dr is unable to take your call we will take a message and have your call returned. Emergency calls will always be put through.

Email is available at the discretion of our reception staff, patients are required to send the practice an email in the first instance requesting such. This is used as consent and kept in the patient file. Our admin staff cannot give clinical information over the phone or via email.

### **Management of your personal information**

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation). A brochure can be obtained from reception for further information.

### **Providing feedback or making a complaint**

Please feel free to provide any feedback or discuss any problems you may have with Dr Kanan or our Practice Manager, Nikki. All complaints are taken seriously at our Practice and can also remain anonymous if you wish, complaints can also be made to NSW Health Care Complaints Commission on 1800 043 159.

### **Translator**

We have access to the TIS *National translating and interpreting service* if you require a translator, please advise our staff.