



Dr Eddie Kanan and Dr Ali Ghazalah

Surgery Hours

Monday - Friday (9am – 5pm)

Appointments

There are several ways you can book an appointment, through our website at www.ekmedical.com.au, through www.healthengine.com.au or by calling us on 8521 8111. Please advise our staff if you require an appointment urgently.

Our Services

Men's Health
Immunisation
Mental Health
Iron infusions
Pathology

Women's Health
Cosmetic Procedures
Nursing appointments
Skin Cancer Removal
Laser procedures

Children's Health
Chronic Disease
Preventative Health
Skin Checks & Treatments

Fees and billing

EK Medical is a mixed billing practice. We bulk bill pensioners, children under 16 and healthcare card holders for medical consultations and minor procedures. However, for more complex procedures, an out of pocket expense may apply.

Otherwise our fees are as follows:

Appointment type (IN PERSON)	Total cost	Medicare rebate	Out of pocket expenses
Nurse appointment	TBA		
Brief consultation (under 5 minutes)	Bulk billed	–	–
Standard consultations (5-20 minutes)	\$80.00	\$42.85	\$37.15
Longer consultations (20+ minutes)	\$130.00	\$82.90	\$47.10
Skin checks	\$150.00	\$82.90	\$67.10
Iron infusion	\$300.00	\$122.15	\$177.85
Appointment type (TELEHEALTH)	Total cost	Medicare rebate	Out of pocket expenses
Telehealth – appt via phone	Bulk Billed		

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.

3 Boronia Ave
Engadine 2233

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

Ph: 8521 8111
Fx: 8521 8222

Home visits

Home Visits Home visits within a 3km radius are available to existing patients if necessary, the private fee is \$150.00, 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 about your blood test results, we will ask the Doctor/Nurse and advise you further.

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 (Telehealth)

You can make a Telehealth appt online or by calling us on 02 8521 8111, if the Dr would like to see you in person we will let you know. 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 with their request, this is used as consent and kept in the patient file. Our admin staff cannot give clinical information over the phone or via email. If your query is of an urgent nature, please call the practice rather than email as we will answer more promptly.

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. Visit <https://www.health.nsw.gov.au/multicultural/Pages/health-care-interpreting-and-translating-services.aspx> for resources in other languages.