MAX CARE
MEDICAL CENTRE

PRACTICE INFORMATION

159 Rooty Hill Rd South
Eastern Creek NSW 2766

Phone: (02) 86082101
Fax: (02) 86082102

Monday – Friday 8:30am – 5:30pm
Saturday & Sunday 9:00am -2:00pm
www.maxcaremedicalcentre.com.au

CLINICAL TEAM

Dr. Abhishek Tewari – MBBS, FRACGP
Dr. Ishika Masud – MBBS, FRACGP,
Dr. Regy Joseph – MBBS, FRACGP
Dr. Syed Farabi – MBBS, FRACGP
Dr Ambily Eldho- MBBS
Dr. Vaishali Bhat - MBBS
Dr Amy Yan- MBBS

Psychologist - Alfred G. de Robillard
Psychologist – Keisha Ponnusamy
Podiatrist – Dr Anmar Tahir
Physiotherapist- Joshua De Robilliard
Practice Nurses: Jomadel and Navneet

REGISTRARS

Our practice is proud to be an RACGP-accredited teaching practice, supporting the training of GP Registrars. As part of their journey, Registrars spend time in accredited clinics like ours, usually in six-month rotations over a two-year training period. Because of this, you may notice some new doctors joining our team from time to time. All of our Registrars are qualified doctors who are building on their experience in general practice. They work closely with our senior GPs and are well supported to ensure you receive safe, high-quality care.





MEDICAL EDUCATION

Our practice is a teaching practice and supports the training of future doctors. Medical students may be involved in consultations under the supervision of our doctors.

Your care remains our priority, and you will always be informed if a student is present. You may choose to decline their involvement at any time.

AFTER HOURS SERVICES

National Home Doctors Services: 137425
Urgent Care Clinic: 1800 022 222

TELEPHONE NUMBERS

Ambulance: 000
Blacktown Hospital: 02 9881 8000
Mt Druitt Hospital: 02 9881 1555
Nearest Urgent Care Clinic: Rooty Hill Medical Practice: 1800 022 222

FEEDBACK & COMPLAINTS

Patients are encouraged to provide feedback, complaints, or suggestions to any member of our staff. A suggestion box is available in the waiting room for those who wish to remain anonymous. We believe that concerns are best addressed within the practice whenever possible. However, if you feel the need to speak with an independent third party, you may contact the Health Care Complaints Commission.

Contact details:
Locked Bag 18, Strawberry Hills NSW 2010 Tel: (02) 9219 74

APPOINTMENTS & WALK INS

We encourage patients to make appointments, especially for procedures. To book, please call (02) 8608 2101.

Walk-in patients are welcome; however, waiting times may apply. For complex issues, procedures, forms, or full check-ups, please book a longer appointment (30 minutes). The complexity of medical problems can vary, and urgent cases will always be given priority. While we aim to keep to scheduled times, delays may occasionally occur. We appreciate your patience and understanding. If you need to change or cancel your appointment, please provide advance notice or use the HotDoc app at least 2 hours in advance.

PRIVACY & CONFIDENTIALITY

Your personal health information is collected and used only for your healthcare. It is kept confidential and securely stored, and is accessible only to your doctor and authorised staff. If you have any concerns or feedback about our service, please speak with our Practice Manager. You may also request a complaint form from reception and return it in person or by post. Complaints are taken seriously, and you may remain anonymous if you wish. A copy of our Privacy Policy is available at reception.

HOME VISITS

Home visits are available - Fees apply.

FEES & BILLING

We are a bulk billing practice for Medicare-eligible services. A list of fees for privately billed services is available at reception.

TELEPHONE CALLS & EMAILS

Please note that under current Medicare requirements, most telephone and telehealth consultations are only available to patients who have had a face-to-face consultation at the practice within the past 12 months (unless exemptions apply). Email is not a secure or encrypted form of communication. For this reason, doctors do not provide medical advice or handle clinical matters via email.

REPEAT PRESCRIPTIONS & REFERRALS

For your safety and best care, repeat prescriptions are generally not issued without a consultation. Long-term medications require regular review to ensure they remain appropriate and effective. Similarly, referral letters are only provided following a consultation. A detailed and accurate referral helps your specialist provide the most appropriate care for your health needs.

OUR SERVICES

General medical consultations, Preventive healthcare and screenings, Comprehensive health assessments, Immunisations and vaccinations, Antenatal and pregnancy care, Women's and men's health, Paediatric care, Mental health support, Psychological services, Physiotherapy, On-site pathology services, Minor surgical procedures, Skin checks and skin cancer screening, Travel medicine and advice, Weight management support, Chronic disease management plans, Workcover consultations, Pre-employment medicals.

TEST RESULTS

All test results are strictly confidential. To protect your privacy, results are not provided over the phone. Please arrange a follow-up appointment within 7 days to discuss your results. If any results are abnormal, you will be contacted directly by the practice.

REMINDER NOTICE

Our practice is committed to preventive healthcare and ongoing patient wellbeing. From time to time, we may send you reminder notices offering appropriate preventive health services relevant to your care, such as health checks, screening tests, or follow-up appointments.
These reminders help ensure you receive timely care and support for maintaining your health. If you do not wish to receive reminder notices, please inform our reception staff.