

## PRACTICE STAFF

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**DR ROSA CRINITI** – MBBS (UNSW), FRACGP

**DR VASILIOS PAPAKOSTAS** – MBBS (Sydney Uni),  
DCH, FRACGP

**DR JULIE ANDERSON** – MBBS (Sydney Uni), FRACGP

**DR SUZETTE GRIMM** – MBBS (Sydney Uni) FRACGP,  
DCH, Family Planning Cert

**DR DANIEL YEO** – MBBS (UNSW), DCH, FRACGP

**Dr ANTHONY BALAMON** – MBBS (UOW), FRACGP

**DR IAN CHUNG**– MBBS (Sydney Uni), FRACGP, Master  
of Psychiatry, OAM

**Practice Nurses:** Robyn, Katrina & Kristin

**Receptionists:** Jess, Rosanna, Dijana & Angela

## REGISTRARS

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Our practice is a teaching practice for Registrars.

Each GP Registrar requires 2yrs of training within  
an accredited practice, which is split into 6mth  
blocks, so that is why you will notice different  
doctors within the practice throughout the year.

Our Registrars are of high quality, and we are  
confident in their practice, so please do not  
hesitate to make an appointment with them if your  
usual doctor is not available.

## CONFIDENTIALITY

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Your medical record is a confidential document. It  
is the policy of this practice to always maintain  
security of personal health information and to  
ensure that this information is only available to  
authorised members of staff.

## TELEPHONE NUMBERS

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**Ambulance Service:** 000

**Children's Hospital (Westmead):**9845 0000

**Sydney Children's Hospital:** 9382 1111  
**(Randwick)**

**Poisons Information Centre:** 13 11 26

**St George Hospital:** 9113 1111

## AFTER HOURS SERVICE

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**Sydney Medical Service:** 8724 6300

*For After Hours House Calls*

*7.00pm to 7.00am – Bulk Billed Service*

**St George After Hours**

**GP Service:** 9553 0795

*St George Private Hospital*

*South St, Kogarah.*

*Mon – Fri 7.00pm to 9.30pm*

*Sat, Sun & Public Hol 1.00pm to 9.30pm*

## FEEDBACK AND COMPLAINTS

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Patients are encouraged to give feedback,  
complaints or suggestions to any member of our  
staff. A suggestion box in the waiting room is  
available for anonymity.

Problems are best dealt with in the practice. If you  
feel there is a need to speak to a third party, you  
may prefer to contact the NSW Gov. Agency for  
handling complaints.

*Health Care Complaints Commission  
Locked Bag 18, Strawberry Hills NSW 2010  
Telephone: (02) 9219 7444*



# PRACTICE INFORMATION

**28 THE AVENUE**

**HURSTVILLE 2220**

**Mon – Fri 8.00am – 6.00pm**

**Sat 8.30am – 12.00pm**

**TELEPHONE: (02) 9570 7770**

**FAX: (02) 9580 4681**

**reception@crinitimedical.com.au**

**ONLINE BOOKINGS**

**[www.crinitimedical.com.au](http://www.crinitimedical.com.au)**

## APPOINTMENTS

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Our practice works by appointments. For more complex issues, forms, medicals or full check-ups, please book a longer appointment (30 minutes). We leave free appointments every day to cater for urgent problems and emergencies.

If you need to cancel your appointment, ***please phone*** or cancel via Hot Doc at least 3 hours before, so we can allocate that time to somebody else.

## FEES

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We charge a private fee for most consultations. Pensioners, DVA and Health Care Card holders may be bulk billed. Payment at the time of consultation is required.

**A 'No show' fee of \$50 may be charged for non-attendance of booked appointments.**

## PHONE CALLS

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Doctors are unavailable by phone unless you have booked a telehealth appointment or in the event of an emergency. You can leave your query with the Receptionist who will ask the Doctor between patients. You will be informed when to ring back for the reply. The doctors are consulting during surgery hours and interruptions must be kept to a minimum as a courtesy to those patients with whom they are consulting.

## REFERRALS

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We have no hesitation in referring patients at their request or when a problem requires specialist expertise. However, a referral will only be given after a consultation and ***NOT*** by telephone. This ensures that the referral is appropriate and to the most suitable doctor or facility. It allows us to co-ordinate your total health care.

## RESULTS

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The Doctor will advise during your consultation how your results will be followed up.

**For Radiology** – you will need to make a follow up appointment with the scans to discuss the results. The patient is responsible for picking up the x-rays etc. from the Radiology provider. Please note patients are ***NOT*** to drop x-rays/scans off to the front desk; you will need an appointment to discuss the results.

**For Pathology** – you will be advised during your consultation re: follow up. Results will be checked by the doctor as one of the following:

1. 'No Action' means continue with what is discussed during your consultation. You will not receive a text message.
2. 'Discuss' means make a ***non-urgent*** appointment to follow up. If your result is marked as discuss you will receive a text message to let you know.
3. 'Return urgently' means make an appointment as soon as possible. We will call you to notify you if this is the case.

## CERTIFICATES

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These are legal documents and are always treated as such. Legally, certificates cannot be given unless there is an illness and we have seen you at that time.

## REMINDER NOTICE

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Our practice is committed to preventative care. We may issue you with a reminder notice from time to

time offering you preventative health services appropriate to your care.

## REPEAT PRESCRIPTIONS

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When your last script is issued by the pharmacist, that is the time to make an appointment for further repeats with the Doctor. It is not possible to give scripts without an appointment. ***Please*** do not ask as it can't be done.

## FORM FILLING

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Fitness to Drive, Centrelink, insurance, work medicals etc. require appointments. Some of these forms take longer than 15mins to complete so please advise the receptionist as to which form it is when making the appointment. ***Please do not drop forms off at the front desk for completion.***

## TREATMENT ROOM FEES

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Some dressings and procedures may incur a private treatment room fee, which is payable on the day. A schedule of fees can be provided at the time of booking or on the day of attendance.

## SERVICES AVAILABLE

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In addition to routine consultations, the following services are available:

Men's Health, Women's Health, Children's Health, Skin Checks, Mental Health, Immunisations, Travel Vaccinations, Dermatology, Care Plans, Health Assessments, Acute Medicine and Lifestyle Problems, ECGs, Freezing (liquid nitrogen) Therapy, On-site pathology