



INFORMATION SHEET

YOUR FRIENDLY OFFICE STAFF

ADEL BADAWY

Chief Executive Officer

BETTY VALLEDOR

Administration

HAYLEY MYERS

Administration

CONTACT DETAILS

PHONE

8724 6300

POSTAL ADDRESS

LOCKED BAG 1
PANANIA, NSW 2213

E-MAIL

SYD_MED_SERVICE@
BIGPOND.COM.AU

WEBSITE

WWW.SYDMED.COM.AU

Since our establishment in 1966 as one of the first medical deputising services in Australia we have continually developed our service to meet doctor and patient needs.

We strive to keep up to date with new technology which enables efficient and thorough service from the inception of the call through to doctor development and the scheduled visit.

Our service provides backup if you are unable to see your doctor within normal surgery hours, or if you have a medical condition which cannot wait until the next day. We communicate with your doctor to facilitate continuity of your treatment and on-going care.

Locums working for Sydney Medical Service are qualified general practitioners who have General Registration in New South Wales and are equipped to RACGP standards.

The Service is governed by a Board of Directors, all of whom are vocationally registered General Practitioners.

Management of your personal health information:

Your medical record is a confidential document. It is the policy of this Service to maintain the security of personal health information at all times and to ensure this information is only available to authorised members of staff and your doctor. Patient reports are completed by the locum at the time of the consultation and sent to your doctor the next day.

Your rights

If you have a problem that you would like to discuss, we would like to hear about it. Please feel free to talk to our office staff. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further there are several options available to you including writing to the:

Health Care Complaints Commission
Locked Bag 18

Strawberry Hills NSW 2012
Telephone: 9219-7444

2011/2012 Board of Directors

Dr John Stanford – Chairman

Dr Thaddeus West – Deputy Chairman

Dr Martin Bailey

Dr John Barker-Whittle

Dr Ken Cho

Dr Frank Keh

Dr Robert Yeoh AM

Adel Badawy is the CEO of SMS Co-op Ltd and has the day to day responsibility for the operations of the Service.

Dr Jerome Stern is the SMS Medical Director who takes part in the training and induction of new SMS Locums and is available to Locums for any Medical advice.

OUR VALUES ARE:

1. We respect the rights and needs of our patients.
2. We are committed to improving patient outcomes.
3. To maintain quality communications between patients, doctors and ourselves.
4. A commitment to on-going education for our Locums and staff.
5. We strive for efficient practice systems.

Our hours of operation:

Weeknights 6pm – 8am
Weekends noon Saturday to 8am Monday
Public Holidays 24 Hours

During the above hours Sydney Medical Service will provide you with a home visit by a qualified general practitioner.

Please telephone **8724-6300** during these hours to arrange a booking.