



Practice Information Sheet

Erina Skin Cancer Clinic is located in the business heart of the Central Coast NSW. Our medical centre is easily accessible from the Central Coast Highway (next to Bunnings & Red Rooster) .Our major services are Skin Cancer Check and Management, including procedure under local anaesthesia.

We use '*state-of-the-art*' technology; to make sure that *NO* potential issues are overlooked.

Opening Hours

Monday to Friday 8.30am – 5pm
Saturday 8.30am – 12pm

(Closed on Public Holidays)

After Hours Emergency

In an Emergency call **000** or go to your closest hospital
For regular patient of the practice, our after hours service is available by calling 1300 981 953. PATIENT WILL BE CHARGED **\$30** FOR PHONE ADVICE.

Billing

Erina Skin Cancer Clinic is predominately a mixed billing practice. Consultation is bulk billing for a person who is under 16 years old , pensioners , Centrelink health care card and DVA gold card holders.

There may be a fee payable when treatments are required with exception of cryotherapy which is bulk billed.

In general all surgical procedures and treatments are charged at an agreed fees prior to the proposed treatments. These charges may attract a Medicare rebate and contribute to Medicare Safety Net. Payment can be made by cash, eftpos or credit card (credit cards such as Visa and master attract 1% surcharge). Generally all Health Insurances in Australia do not cover outside of hospital procedures or treatments.

Deposit & Cancellation Policy for procedures

A deposit is required at the time of booking for treatments or skin cancer surgeries. The amount payable will be dependent upon the total fee and the length of time required. Please be aware of the following rules relating to cancellation and refunding of the deposit :

You are allowed to charge or cancel your appointment up to 24 hours prior to your appointment.

Late change , cancellation or no show of appointment will result in forfeiture of deposits.

Appointments

Appointments are preferred for all consultations. Online appointments are also available via www.erinaskincancerclinic.com.au .

Do-Not-Attend (DNA) / Late Cancel Appointments

If you have DNA / late cancel appointments, our practice reserves the right to refuse your further appointment.

Services Available

- State-of-art equipment - comprehensive screening including photo records for future comparison
- Treatment of pre cancerous lesions
- Shave and punch biopsies to diagnose malignancy
- Removal of malignant lesions by methods including : skin grafts, flaps and excisions

Results

Please ask the Doctor at the end of your consultation about the results process and when to expect the results to be available. You are expected to return for a consultation to discuss your results. For any urgent results, you will be notified by our practice staff or



Doctor to make an appointment. Due to privacy, Doctors are unable to discuss results over the phone.

Communication

A doctor is available during normal surgery hours for emergency advice. Our staff are experienced in deciding the appropriate response to any phone request.

Please note we do not send or receive patients information via email as this is not secure.

Reminders

We are committed to preventative health care. From time to time you may be issued with a reminder notice offering preventative health services appropriate to your care.

If you do not wish to participate please notify your Doctor.

Privacy

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of our practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff and/or during Quality Assurance Activity . If you chose to "opt out" , please kindly inform us.

Interpreter services

Services available are for patients that do not read or speak English or who have special communication needs. Patients are offered the choice of using the assistance of a language service to communicate between the patient and their Doctor

TIS- Interpreting Services for non English Speaking Patients- 131 450

Auslan- Interpreting Service for Hearing Impaired Patients -1800 246 945

Patient Feedback

We would like to know of any concerns you may have about the care you receive.

Please feel free to talk to your doctor or our reception staff. Ask our reception staff for a patient Feedback/Complaint Form which will be passed on to the Practice Manager for action.

Alternatively you may wish to contact the Health Care Complaints Commission on 02 9219 7444

Our Team

Dr Andy Won is our Practice Principal. He holds a specialist qualification in general practice at Australian Health Practitioner Regulation Agency (AHPRA). After completing MBBS & BSc (Med) at the University of New South Wales, Dr Won has also completed a Master of Surgery at the University of Sydney during his hospital surgical training. Several research papers in general surgery and urology were published over the last few years.

Other than clinical work, Dr Won teaches as a conjoint associate lecturer at the UNSW. Supervisor for medical study , GP Synergy and medical board NSW.

He is fluent in Cantonese and Mandarin.

MBBS, BSc(Med) (UNSW) , Master of Surgery(USyd) , Certificate of Family Planning NSW, FRACGP
Skin Cancer Surgery, Family medicine

Dr Kendra Shen studied Bachelor of medicine at the Newcastle University and has worked on the coast as a resident doctor at both Gosford and Wyong Hospitals. She has a special interest in skincare, women's health and mental health having completed an undergraduate degree in psychology with Auckland University in 2009. She is fluent in Mandarin.

Dr Aditya Shah has more than 10 years GP specialist experience in Australia. He has completed a Diploma of Dermatology/skin (Australia).



ERINA
SKIN CANCER
CLINIC

2/155 The Entrance Road
Erina NSW 2250
Phone: (02) 4365 2818
Fax : (02) 4365 2889
Website: www.erinaskincancerclinic.com.au

Other than clinical work, he is Supervisor for GP Synergy.

He is fluent in Hindi , Urdu, Bengali.

MBBS, MRCGP(UK) , FRACGP(Australia),

Skin Cancer Surgery