



Dundas Valley Medical Centre

Practice Information Sheet

9/7-16 Benaud Place

Telopea 2117

Ph: 02) 9684 1661

Fax: 02) 9638 4088

www.dundasvalleymedical.com.au

Practice Hours

Monday to Friday 0900-1800

Saturday 0900-1200

We are closed on Sunday and public holidays

Medical staff

Dr Peter Chong: General Practitioner.

Qualifications: MBBS (UNSW), Bsc (Med)FRACGP

Working hours:

Monday	0900-1800
Wednesday	0900-1630
Thursday	0900-1800
Friday	0900-1800
Saturday	0900-1200

Dr Karen Lee: General Practitioner.

Qualifications: MBBS,BMedSci, FRACGP

Working hours:

Tuesday	0900-1800
Friday	0900-1300

Dr Ernest Paw: General Practitioner.

Qualifications: MBBS (UNSW), Dip. Child Health, FRACGP

Working hours:

Monday	0900-1800
Tuesday	0900-1800
Wednesday	0900-1800
Thursday	0900-1800

Dr Kin Lam: General Practitioner.

Qualifications: MBBS, MSc (advanced), Dip. Child Health, FRACGP

Working hours:

Monday	0900-1300
Tuesday	0900-1300
Friday	0900-1800

Sophia Gao: Practice Nurse

Working hours:

Monday, Tuesday, Wednesday,
Friday 1430-1800

Sharon Chiu: Practice Nurse

Working hours:

Thursday 0900-1730

Receptionist Staff

Robyn Lim: Receptionist

Clara Heung: Receptionist

Carina Yu: Receptionist

Appointments

All doctors are by appointment only, with the exception of Dr Paw who sees both appointments and patients who walk into the medical centre without an appointment.

To book an appointment please call (02) 96841661, or book via our website. The options of a standard (< 15 minute) or long (> 20 minute) appointment can be booked.

If you are very unwell, please notify the reception staff so they can triage you accordingly.

If you or a family member requires an interpreter service please let us know when you make the appointment so we can organise this for you.

To cancel a booked appointment please ring (02) 9684 1661.

Care Outside Normal Opening Hours

Arrangements

If you need medical attention outside our practice operating hours please contact Sydney Medical service

PH: (02) 8724 6300

If you require urgent medical attention (emergency), please call an ambulance on 000.

Home and Other Visits

If a home visit is required, please contact our after hour service. Requests for home visits by our doctors are not guaranteed, but can be made on a case by case basis.

Telephone Access

If you need to talk to your doctor or nurse, please do not hesitate to contact us during business hours. If your call is urgent, inform the reception staff, so your request can be dealt with appropriately.

Services available

Dundas Valley Medical Centre offer a range of services such as:

Wound management	Immunisations	Family planning
Cryotherapy	Women's health	Men's health
Minor surgical procedures	Skin checks	Paediatric medicine

Please check service details regarding allied health with receptionist

Fees and billing arrangements

Our medical centre as of the 1st November 2025 will bulk bill all patients who hold a valid medicare card. For those without medicare, and for the current Saturday consultation gap fee, please see our website or ask the receptionist.

All allied health consultations (dietitian, podiatrist) are currently bulk billed under the eligible care plan. For all procedures, please enquire at the reception.

Receiving the results of any test or procedure

We request that all patients organise a follow up appointment 3 to 5 working days following the test to discuss the results, or as advised by your doctor. It is our policy not to notify clients if an appointment with the doctor is not required following tests.

Recall and Reminder System

Our practice is committed to preventative and holistic health care and follows best practice guidelines. Dundas Valley Medical Centre works in cooperation with National and State based recall and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system please tell the receptionist or your doctor.

Management of your Personal Health

Information and Your Rights

Your medical record is a confidential document. All staff at Dundas Valley Medical Centre respect the privacy and confidentiality of your health information. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only

available to authorised members of staff. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

NSW Health care complaints commission

ph: (02) 9219 7444
1800 043 159

TTY service for the hearing impaired—(02) 9219 7555 or contact national relay service on 133 677

fax: (02) 9281 4585
email: hccc@hccc.nsw.gov.au

Complaints Feedback and Suggestions

We welcome any feedback that will help us to improve our service. We take your concerns, suggestions and complaints seriously. Please see our reception staff if you have any complaints or feedback.

This is a no smoking facility