

# Healthicare

**Healthicare – General Practice – Health Hub.  
Blacktown International Sports Park. Gate A.  
Ground Floor. Blacktown Exercise, Sports, & Technology (BEST)  
25 Blacktown Olympic Avenue, Rooty Hill NSW 2766  
Tel: 1800 828 828  
Email: [admin@healthicare.org.au](mailto:admin@healthicare.org.au)**

## What services are available at Healthicare?

Healthicare provides a range of services to cater to everyone who requires holistic health care. Our general practitioners (GPs) have special interests in child and family, complex chronic conditions and mental health. We aim to wrap all your health care services into one unified Neighbourhood Health Hub, providing access to services for those with complex care needs, without the long waitlist of the local public hospital. Some of our services include:

- Minor injury management and referral pathways to radiology and neighbourhood allied health services
- Referrals to service providers and social services such as housing, welfare, employment services, addiction support and domestic violence
- Shared antenatal care with Westmead and Blacktown Public Hospitals
- In-house podiatry
- Psychologist support
- Childhood, adult, and travel vaccinations
- Skin checks, including liquid nitrogen freezing for sunspots and warts
- Comprehensive chronic disease management
- Diabetes education
- Minor surgery
- Clinical pharmacist in-house medication reviews and education
- On-site pathology

## What is Beyond Care @ Healthicare you may ask?

In addition to general GP services, we provide patient-activated measures (PAMs) to help you navigate problems you may have, providing proactive health care from a new perspective. We respect and value highly your input and look forward to working together with you our patients at our new location. We aim to provide the usual great care you deserve; we also plan to complement your existing care with this amazing new location, our patients have priority access to an amazing indoor swimming pool and gymnasium. We are now able to provide extended support and health services introducing preventative health care.

Please ask our Care Navigators, Roula, Sawsan and Camelia our Medical Practice Assistant, about joining our Healthy Heart Foundation Walks in the beautiful surrounding parklands. Or bring your bike and ride the surrounding bike tracks. Join a healthy cooking class in our café or start a mothers' group with a few of your family and young friends with children. The outdoor physical literacy space is available for young and old to use anytime for free.

We aim to wrap all your health care services into one unified Neighbourhood Health Hub. We are working together with many of the GPs surrounding our location, partnering via the Mount DrUITT Medical Practitioners Association (MDMPA), Blacktown and Mount DrUITT Public Hospitals, The Westmead Children's Hospital Health Network, Western Sydney Diabetes, Sydney West Sports Medicine, Keys and Headspace just to name a few.

## C1.1 Healthicare Practice Information Brochure

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Reviewed November 2024.

### What are Patient-Activated Measures and how can I access this NEW innovative care?

We offer all the usual care and services you would expect from Dr Jaspreet Saini, Dr Hani and our team. In addition, we listen to you, we would like you to consider PPAMs. This means we will assist and navigate with you in addressing problems and issues you may have with your health together from a new perspective.

Your goal may be: (but not limited to)

- I wish to lose or gain weight you may wish to join our Metabolic Clinic.
- I need to improve my level of fitness, join our Heart Foundation Walking Groups. Ask Camelia to join here: <https://walking.heartfoundation.org.au/walking/group/healthicare-rooty-hill>
- I would like help to identify my child's developmental milestones and provide direction to the best healthcare model. Ask our doctors with special interests in paediatrics to walk with you on this journey.
- I think I'm pre-diabetic, could you assist me I keep falling back into old habits. Ask Karen to set you up with our on-site Endocrinologist, it's free and discuss ways to prevent developing diabetes.
- I have been feeling off lately, but I don't know where to start – come in chat with your doctor, he/she can point you in the right direction to address your problem today.
- I'm a carer for someone with a disability and never have a break to look after myself. Let's work together to find some 'you' time.
- I don't have transport, although I should really see a doctor. Let's find a way to see a doctor.
- I wish my chronic health condition was under control, I need direction – we talk the same language, we can help today
- I feel stressed and have odd heart beats sometimes. We have free access to 24/7 cardiac monitoring you can take home, it's called Heart Bug. <https://heartbug.com.au/>
- Since COVID our family's mental health is shot, and it is affecting our day-to-day life, can we please get help? Yes!
- I think my child has ADHD, he is only five and I don't know what to do or who to ask. Ask us about care and support, don't wait.

Whatever the reason, your health professionals are available to walk with you on your healthy journey.

Maybe your whole family or community want to create a team health goal. You can discuss all your healthgoals, and we will point you in the best healthidirection! You are not alone.

Our future plans include healthicooking demonstrations with fresh ingredients from our Community Garden is earmarked for Stage 2 of the Blacktown Exercise & Sports Technology (BEST) Precinct.

### Clinical Staff

For all general medical conditions from cradle to grave, we have GPs with Special Interests, which includes men's and women's health, child and family medicine, chronic disease management, diabetes, cardiology, renal disease, mental health, drug and alcohol management, immunisations, and preventative medicine.

#### Dr Jaspreet Saini

##### Clinic Director

FRACGP MAICD MASLM Dip. Child Health AMA (M)

Dr Saini is a specialist general practitioner with extensive experience providing personalised and holistic health care to his patients. Jas previously served as the Clinical Director for WentWest, and as an AMA NSW Councillor. He is an Honorary Lecturer at Macquarie University and a GP Supervisor for The Royal Australian College of General Practitioners and various universities, including Macquarie University, Western Sydney University and the University of Sydney. He is also a proud member of the Australian Society of Lifestyle Medicine, reflecting his dedication to promoting health and wellbeing. Jas has a broad range of interests including sports medicine, paediatrics, lifestyle medicine, pregnancy care, men's health, women's health, chronic conditions such as diabetes and minor surgery. He has a particular passion for mental health and always takes a compassionate and patient-centred approach to care. Jas is a committed mentor for GP registrars and medical students with a passion for education. He is an advisor for several key medical tech companies. He is passionate about empowering patients to take control of their health and wellbeing, and he believes that Healthicare is the perfect platform to make this vision a reality.

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**Dr Hani Bittar****General Practitioner Leader, GP Registrar Supervisor, Medical Student Mentor**

MBBS FRACGP

Dr Bittar is a senior lecturer and Fellow of The Royal Australian College of General Practitioners. He has a Master of Family Medicine from Monash University and a Master of Reproductive Medicine from The University of Western Sydney. He has worked in Glendenning, NSW since 1993 as a family GP. He served on the board of Western Sydney Division of General Practice, three years as Vice President and three years as President. He also chaired Mt Druitt Medical Practitioners Association for six years and still serves on its management committee. Dr Bittar takes great interest in teaching and training medical students and GP registrars and is passionate about comprehensive patient centred family medicine. Dr Bittar can speak English, Arabic & French and is best known for his loyalty to his patients, staff and the organisation.

**Dr Kimberly Vallester****General Practitioner, GP Registrar Supervisor, Medical Student Mentor**

MBBS FRACGP

Dr Vallester graduated with a Bachelor of Medicine/Doctor of Medicine from the University of New South Wales. Prior to starting general practice, she gained experience working at Nepean Hospital. She is a Fellow with The Royal Australian College of General Practitioners and takes an active role in the education of medical students and GP registrars. She has been practicing as a GP supervisor since 2022. Her areas of interest include women's health (including Implanon insertion), paediatrics, diabetes and minor surgery and skin excisions. Kimberley is passionate about improving health outcomes and access in Western Sydney, having grown up in the area. Her interests outside of medicine include music, art and scuba diving.

**Dr Alexander Williams**

MD

GP Registrar

**Dr Michael Lin**

BMed, BSci(Med)Hons, MD, MHTI

GP Registrar

**Mrs Denise Pintado****Practice Manager**

RN Cardiothoracic. BaHlthSc Nursing. Immunisation Practitioner. MAAPM MAPNA

Denise is an experienced Registered Nurse with 40+ year in health care from hospitals to community, to general practice working in both clinical and management roles. She is passionate about children and family and ensuring delivery of care to those in most need in a timely manner.

**Mrs Karen McMullen****Treatment Room Nurse. Chronic Disease Advocate**

RN. Midwifery, Immunisation Practitioner, Cervical Screening/Breast Health. MAPNA.

Karen is fully qualified to perform baby checks, diabetes checks, pap smears, blood taking, spirometry, immunisations, and ECGs.

**Camelia Najjar****Medical Practice Assistant (MPA)**

Camelia is a fully qualified MPA.

**Admin Staff****Roula Matta****Patient Advocate**

Certificate III Business Administration (Medical)

**Sawsan Haddad****Patient Advocate**

Certificate III Business Administration (Medical)

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**Monday to Friday:** 8:00am to 6:00pm      **Saturday & Sunday/Public Holidays:** Closed  
**Saturday mornings:** For medical help, please go to healthdirect <https://www.healthdirect.gov.au/>

### Emergency

In case of an **extreme emergency please call 000** or go immediately to

**Blacktown Hospital:** 02 9881 8000

**Mount Druitt Hospital:** 02 9881 1555

**Westmead Children's Hospital:** 02 9845 0000

### Appointments

To better serve you, we use **HotDocs online** as an appointment system via our website. Your appointment time is a guide, and we can experience an emergency from time to time that can throw our schedule. Please accept our apology and thank you for your patience. If you think you will require more time with doctor, please book two consecutive appointments online or call reception.

### Pathology

All referrals are accepted. Majority of tests are bulk billed, although please confirm with the pathology collector prior to your test.

### Healthcare Billing Policy

**We are a Bulk Billing practice for all patients who hold a valid Medicare Card.**

If you do not have a valid Medicare Card, you will be out-of-pocket from \$90.00, please check with your doctor at the beginning of your consultation. EFPOS facilities are available.

**Sometimes there may be an exception to the rule we will advise you in those circumstances** for example, insurance work, death certificates, workers compensation or immigration medicals ([see BUPA https://www.bupa.com.au/bupamvs/fees](https://www.bupa.com.au/bupamvs/fees))  
For surgical procedures, please check with your doctor at the beginning of your consultation.

### Medical Records Policy

We are committed to maintaining your confidentiality of your private health information. Your medical record is a confidential document. Please see our website for our full Privacy Policy. <https://healthicare.org.au/privacy-policy>

### Consent

We are a teaching practice for GP Registrars, Medical Students, Nursing Students, and other health professionals. *Please advise our admin staff if you do not consent to their presence during your consult.* You will be notified if they are onsite, and a consent form will be offered for you to sign.

### Telephoning your doctor

A doctor is always available by phone for emergency advice. However, as we receive a high number of calls daily, which could interrupt consultations we would ask that you please discuss the matter (if possible) with our Patient Advocates or Nurses. Your Healthcare team is always available for you.

**After Hours – we have an agreement with [Sydney Medical Service](#) to assist our patients out of hours**

**Telephone:** 02 8724 6300

**Monday to Friday (weeknights):** 6:00pm to 8:00am

**Saturday to Monday (Weekends):** 12:00pm (midday) Saturday to Monday 8:00 am

**Public Holidays:** 24 hours service

### Interpreter Services

**Free interpreter services are available to all patients.** Please advise us in advance if you will require us to book the service.

### Reminder & Recalls

From time to time, you may receive an SMS or email reminder or recall. Please advise us if you do not wish to receive these messages. A suitable notation will be made on your file to comply with your wishes.

Please contact us if you are requested to make an appointment from our Recall System, we are legally obligated to recall you and these appointments cannot be cancelled online (only by phone the appointment will be moved to a more convenient time).

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All results are strictly confidential, so please make an appointment to discuss with your doctor. For any abnormal investigation results, you will receive an SMS three times and then a recall letter – until a follow up appointment is made. This is for your safety. It is your duty to pursue your own results by making an appointment to discuss with your doctor. Please be aware that it is your responsibility to notify our staff of any change in your contact phone/email/home address.

No pathology results will be given over the phone by any staff member except the doctor.

### **Feedback & Complaints**

We value your opinions and encourage our patients to give feedback, both positive and negative, to the doctors in order to improve our management skills by receiving, acknowledging, and responding to your feedback.

Please feel free to advise your doctor of your feedback and if you wish to do so in writing, appropriate material will be provided by the Practice Manager. Changes resulting from patient feedback, if appropriate, will be implemented as soon as possible.

Unresolved complaints may be referred to an external health complaints organisation i.e., Health Care Complaints Commission.

Health Care Complaints Commission  
Locked Bag 18, Strawberry Hills NSW 2012  
by email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

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