

Patient Information Sheet

United Medical Services

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Phone: 02 7228 3765

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Email: unitedmedbowral@gmail.com

Website: <https://unitedmedicalservices.com.au>

INFORMATION

Doctors

Dr ElSadig Mohammad

Dr ElSadig is a highly esteemed medical professional at UMS Bowral, known for his dedication to patient care and his comprehensive approach to healthcare. With a wealth of experience in the medical field, Dr ElSadig is committed to providing exceptional care to his patients, ensuring they receive the best possible treatment and support.

Dr Alaa El Cheikh Ali

Dr Alaa El Cheikh Ali is an experienced and compassionate General Practitioner with over 10 years of clinical expertise. Known for his warm and approachable manner, he is committed to personalised, patient-focused care that supports individuals through every stage of life. With a strong background in managing both acute illnesses and chronic conditions, Dr El Cheikh Ali places great emphasis on preventive care and empowering patients through education. He takes a holistic approach to health—listening carefully, communicating clearly, and involving patients in care decisions. He builds trusted, long-term relationships with his patients and is passionate about supporting their long-term wellbeing.

Dr Sheema Shakaib

Dr Sheema Shakaib is a dedicated General Practitioner at United Medical Services Bowral. With a strong background in family medicine and a compassionate approach, Dr Shakaib specialises in chronic disease management, women's health, and preventive care. She strives to provide comprehensive medical care tailored to the individual needs of her patients. Dr Shakaib is committed to fostering long-term relationships with her patients and their families, ensuring they receive the highest standard of healthcare.

Dr Zara Saeed

Dr Zara Saeed is a passionate and dedicated General Practitioner with extensive experience in Australian critical care. She has worked in emergency departments and intensive care units across hospitals in New South Wales. With a strong foundation in acute care, Dr Zara brings both clinical expertise and a compassionate, patient-centred approach to general practice. Her interests include general medicine, family medicine, chronic disease management, women's and men's health, paediatrics, family planning, mental health, immunisation and geriatrics. She is fluent in English and Hindi, allowing her to provide culturally sensitive healthcare to a diverse range of patients.

Practice Hours

Opening Hours: Monday to Friday 9am - 5pm

Saturday – Sunday: Closed

Practice Manager: Ahmad Ali

Appointments

Please ring 02 7228 3765 for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority, and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available – please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

Care Outside Normal Opening Hours

For after-hours services, you can call Southern Highlands GP After Hours Service on **1800 161 298** after 6pm for a consultation with a General Practitioner.

After-hours is defined as:

- Monday to Friday: 6:00 pm to 8:00 am
 - Saturdays from midday
 - All day Sunday and public holidays
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Home and Other Visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery.

Telephone Access

GPs may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise when the GP can return your call. In an emergency, your call will always be put through to a GP.

Our Practice

United Medical Services Bowral – Your New Destination for Comprehensive Healthcare where all our services are 100% bulk billed!

We're thrilled to introduce United Medical Services Bowral, a newly established medical centre bringing top-tier healthcare to the Bowral community and beyond. Currently open on Tuesdays, Thursdays, and Saturdays, our team of experienced professionals provides personalised care tailored to your unique needs.

We're expanding soon to full-time service to improve access to our range of medical services, including general practice, chronic disease management, preventative health, and more. At United Medical Services Bowral, your health is our priority.

Services Available at UMS

- Home visits
 - Check-ups
 - Family planning
 - Pap smears
 - Pregnancy tests
 - ECG – Heart check
 - Counselling
 - Vaccinations
 - Minor surgery (e.g., stitching cuts)
 - Nutritional advice
 - Sports medicine
 - Skin checks
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Fees and Billing Arrangements

- All patients with a current Medicare card are **bulk billed**.
 - Veterans may sign the service voucher.
 - Patients without a Medicare card will pay a private fee of **\$90**.
 - Any further fees will be advised at the time of consultation.
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Getting the Results of Any Test or Procedure

Your doctor will advise when they expect results to arrive. Please call the practice to find out your results and ask what they mean for your care.

Reminder System

We are committed to preventative care. Your doctor may seek your permission to be included on our reminder system.

We may issue you with reminders offering preventative health services appropriate to your care. If you do not wish to be part of this system, please let us know.

Management of Your Personal Health Information

Your medical record is confidential. It is our policy to maintain the security of personal health information at all times and ensure access is limited to authorised staff only.

We follow the **10 National Privacy Principles** (see: www.privacy.gov.au/health/index.html).

Smoking Policy

This practice has a **no smoking policy**.

Your Rights

If you have a problem, we want to hear about it.

You can speak to your doctor or receptionist, write to us, or use our suggestion box. We take all feedback seriously.

Complaints Contact

NSW Health Care Complaints Commission
Locked Mail Bag 18
Strawberry Hills NSW 2012
Phone: **1800 043 159**
Email: **hccc@hccc.nsw.gov.au**