

Who is IMMEX?

IMMEX is a specialised medical and physiotherapy practice dedicated solely to preventing, treating and managing work-related injuries and health problems. Our doctors and physiotherapists provide immediate and ongoing treatment.

We offer a total injury management service designed to take care of injured workers from diagnosis, right through to treatment and the return-to-work process.

Why choose us?

We are a specialised occupational medicine practice. All our doctors and physios have a special interest and have had experience and training in managing work related health problems. Because of this we understand and are better able to deal with the things that go with treatment of work related health conditions.

We act independently, without bias and in accordance with evidence based treatment guidelines. Your health and well-being come first.

IMMEX will ensure:

- Confidentiality as required by law;
- Efficient appointment reservation;
- Modern, well-equipped facilities;
- Respect for your privacy and modesty at all times;
- Polite and helpful staff;
- All staff respect your rights and needs; and
- Access to quality treatment.

What types of injuries does IMMEX treat?

We treat non-life threatening injuries. We have special experience with injury to the back, neck, shoulder, ankle, knee, wrist or finger. Injuries we frequently treat include cuts, strains, sprains, minor eye injuries, minor burns, and uncomplicated fractures and broken bones.

What if I need physiotherapy?

Our ability to manage workplace injuries is greatly enhanced by having access to our own physiotherapy department. When appropriate, this will allow for physio treatment to start immediately following assessment by one of our doctors.

Physiotherapy is an important part of the treatment of many injuries. Physiotherapy leads to early effective relief from your pain and helps you recover quicker. Our physios will help you to get better as quickly as possible in a professional and caring environment. Our physios will also give you advice to help prevent you from having similar problems in the future.

Will I have to wait?

It is our policy to see all people within 15 minutes of arrival.

Waterloo

561 Botany Road Waterloo NSW 2017

Phone 02 9319 5999 Fax 02 9319 5990

Email info@immex.com.au Web www.immex.com.au

IMMEX Green Square Medical Treatment Pty Ltd ABN 98 106 382 781

Parramatta

36-46 Cowper Street Parramatta NSW 2150

Phone 02 8960 9133 Fax 02 9633 9459

Will it cost me anything for my treatment?

If you have been referred or brought to us by your employer, then all expenses will be borne by your employer or their workers compensation insurance agent. If this is not the case, we will tell you beforehand.

Will my records be kept confidential?

Your privacy will be protected at all times during your time spent at IMMEX, as required by law.

We may need to collect personal information from you. We will only use or disclose information that is relevant to treating the injury and facilitating the return-to-work process.

Can I choose my own doctor?

It is your right and responsibility to choose and nominate a treating doctor who is prepared to manage your injury and to assist you with returning to work safely.

By nominating IMMEX doctors and physios as your treatment providers, you can be confident that you will benefit from our experience in occupational medicine and management of work-related injuries.

Will I be treated fairly?

Our first priority is to make sure that you receive the correct medical treatment for your condition. We will ensure that any return-to-work will not get in the way of your recovery and will not hurt or harm you in any way.

After hours treatment service?

For urgent after hours medical attention our on call doctors agree to attend the injured worker at IMMEX Waterloo within 30 minutes (approx.) of being requested to do so.

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