

Medical Practitioners:

Dr Peter Janovic
Dr Andrew Protassow
Dr Robert Orgonas
Dr Martin Newbury
Dr Manjula Thiru

Dr Priya Reghunath
Dr Andrew Lim
Dr Helwa (Eva) Hafidz
Dr Elaine Coulter

Allied Health Professionals and Visiting Specialists:

Diabetes Educator: Wendy Davidson
Mooroolbark Podiatry: Jolene McGregor
Jenene Land
Susan Denny
In-Touch Physiotherapy: Alexis Wicks
Travis Hilliard
New View Psychology: Christine
Anna
Geriatrician: Mr. Stephen Loi
Urologist: Mr. Joseph Thomas

On-Site Pathology: Melbourne Pathology
On-Site Radiology: YPS Imaging

Reception Staff:

Janine, Jenny, Debbie, Jackie, Claudia, Ashley,
Deborah & Veena

Nursing Staff:

Mary, Sheryl, Kate & Deneice

Practice Manager:

Sarah Gregorio

About the Practice:

Mooroolbark Medical Centre (formerly Brice Avenue Medical Centre) was established in 1984 and continues to provide comprehensive medical care to families in the area by our well established medical staff.

Our services include:

- ECG & Heart checks and assessments
 - Spirometry- lung function checks
 - Comprehensive medical checks
 - Paediatric services
 - Shared Care ante-natal services
 - Travel vaccinations and childhood immunisations
 - Minor procedures- eg. Stitching of cuts, removal of moles and skin cancers
 - Liquid Nitrogen "freezing" therapy for sunspots and warts
 - Asthma and Diabetes management
 - Women's Health
 - Chronic Disease Management
 - Health Assessment and Management plans
- Cosmetic Services Include:
- Anti-wrinkle injections
 - Lip & skin augmentation
 - Sclerotherapy

All doctors in our practice have satisfied the training requirements of the Royal Australian College of General Practitioners (RACGP) and are on the Vocational Register.

This means that we have a commitment to general practice and to continuing medical education.

The practice has undergone accreditation with AGPAL and has satisfied the Australian Standards of General Practice.

Accreditation status is reviewed on a regular basis and our practice is committed to ongoing improvement.

Home Visits:

Home visits may be requested in exceptional circumstances where the patient is unable to get to the practice because of his/her condition. Please phone the surgery on (03) 8803 5700, preferable before 10am so that home visits can be conducted at lunch time. Please note that a private fee will be applicable for all home visit services.

Medical Appointments:

Please phone (03) 8803 5700 for an appointment or book online at www.mooroolbarkmedical.com.au

Emergencies will be given priority. Please notify our receptionist if longer consultations are required for multiple issues or procedures, as this may affect billing and time.

We do request one hours' notice to move or cancel you appointment. Occasionally, your usual doctor may be unavailable, however we work as a cohesive team and continuity of care will be maintained when seeing another doctor of our clinic.

If translation services are required, please let our reception staff know at the time of booking your appointment if you will be organizing this, or if you require our staff to contact translation services.

Fees:

Mooroolbark Medical Centre is a private billing clinic, meaning that there is a fee applicable for consultations with our GPs. Accounts are payable on day of consultation and payment can be made by cash, cheque, credit or Eftpos cards. A Medicare rebate is applicable for most services and may be processed directly onto a debit card. Health Care Card holders are offered a discounted rate on presentation of a valid card.

Aged and Disability Pension card holders, as well as children under 16 years of age are bulk-billed by most of the doctors at our surgery. Please note that additional investigations, procedures and treatments may incur additional costs.

Some of our services may not attract a Medicare rebate, such as insurance medicals and cosmetic procedures.

All immunisations on the Government Childhood Immunisation Schedule are bulk-billed.

Fees are at the discretion of each individual doctor- for further information, please discuss with your GP.

After Hours and Emergencies:

For medical attention after hours, please contact National Home Doctor Service on: [13 74 25](tel:137425) to arrange a home visit.

Please note that a fee may apply for this service

In case of an emergency phone 000 for an ambulance

Reminders:

Our practice is committed to preventative health and has a recall and reminder system available. It is our policy to enrol each patient in this system unless otherwise advised by patients.

Results:

All patients must make a follow up appointment to receive any test results. **Effective February 2012, we are unable to give any results over the phone.**

You may receive a phone call from the doctor or another practice staff member asking you to book an appointment, however it is the responsibility of the patient to follow-up on all test results.

Repeat Prescriptions:

In certain circumstances, your doctor may be able to issue a repeat prescription without an appointment, providing that you have been seen for a consultation within the last 3 months. A \$10 fee, payable in cash only is applicable for this service.

A minimum of 24 hours' notice is required before a script may be collected.

Referrals:

All specialist appointments require a current referral letter which may only be valid for one year. Please be sure that your referral is current. A doctor's appointment is required for a referral to be written or reissued.

Referrals cannot be back-dated**Emails and Telephone Calls:**

Due to patient privacy and confidentiality, we do not offer medical advice via our email system.

Online bookings may be made via our website:

www.mooroolbarkmedical.com.au

Please note that doctors in our practice cannot be contacted by phone during consultations, except in the case of an emergency, Message will be taken and your call returned at the earliest opportunity.

Management of your personal Health Information & Confidentiality:

Your medical records are confidential. 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 12 Australian Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Complaints and Feedback:

This practice is committed to providing comprehensive general practice to the community. If you are unhappy with any aspect of the care you have received, we would like to know about. Please feel free to raise any concerns with your doctor of the Practice Manager- we believe that issues are best dealt with within the practice.

You also have the right to contact the Health Services Commissioner on National Privacy Commissioner Privacy hotline 1300 363 992.

GPO Box 5218

Sydney NSW 2001

<http://www.privacy.gov.au/complaints>

Zero Tolerance:

This medical practice has a Zero Tolerance for abusive or threatening behavior directed against staff or patients

This includes shouting, swearing, threats, name calling, racist comments and inappropriate gestures.

Without exception, abusers will be required to leave the clinic immediately and transfer their medical care to another practice

Refusal to leave will result in the police being called

Parking:

Parking is available both on-site and on streets surrounding practice. Please check time restrictions for off-site parking.

Smoking:

For health and safety reasons, there is a no smoking policy on our practice premises

File Transfers:

If you move out of the area and require your medical history to be transferred, a transfer fee of \$25 or more may be charged, depending on the size of your file. Please arrange for a signed request at your new doctors clinic to be forwarded to us to authorise the transfer of your medical history.

Please allow up to 28 days from receipt of written request for transfers to take place.

To access a copy of your medical files, we require a written request to your treating doctor.

The clinic does prefer a "clinic to clinic" transfer, however exceptions can be made.

Please allow up to 28 days from receipt of written request for transfers to take place.



MOOROOLBARK MEDICAL CENTRE

Incorporating Brice Avenue Medical Centre

Practice Information Sheet

19 Manchester Road
Mooroolbark, VIC, 3138

Tel: 8803 5700

Fax: 8803 5741

AH: 13 74 25

Surgery Hours

Monday- Friday: 8:30am- 7:00pm

Saturday: 9:00am- 12:00pm

Closed Sunday and Public Holidays



We are committed to providing a friendly and efficient service to the you at all times.