



GAP ROAD

Medical Centre



46 GAP ROAD SUNBURY VICTORIA 3429 PHONE 9740 4429 Fax 9740 8827
Monday to Friday 8.00am to 10pm Saturday 9am to 5pm and Sunday 9am to 5pm

Emergency: Phone the ambulance on: - 000

Appointments:

Please **Phone 9740 4429** for an appointment. Phone consults available - Online appointments now available via our web page: www.gaprdmedical.com.au or HotDocs. We will always try to accommodate your preferred time and Doctor. Emergencies will always be given priority, wherever possible you will be notified prior to significant delays. Appointments are usually made in ten minute intervals however longer consultations are available on request when making your appointment. There is a standard non-attendance fee of \$20 for all missed appointments; this is not refundable from Medicare.

Off Site Visits:

Visits to patient's homes, nursing homes and hostels are available for regular patients who are too unwell to attend the surgery but have attended this practice recently.

Special Needs:

There are specified toilets and parking for the disabled along with ramps for easier access. Interpreter services are available, however, as these may need to be pre-arranged, please inform staff when making appointment. Hearing impaired patients may make appointments through our relay service.

After Hours Care:

Please call our locum service on **9429 5677**. MLS will attend within a 10-kilometer radius of Sunbury town centre and they will inform you of any fees involved. Please note that this service is only for after hours.

Management of your Personal Health Information:

Your record is a confidential document. It is always our policy to maintain the security of personal health information and to ensure that this information is only available to authorised members of staff. According to the privacy legislation, patients of our practice have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000. Copy of Privacy Policy available on request.

Fees & Billing:

All standard consultations are Bulk Billed if you hold a current Medicare card. Work Cover, Insurance matters & insurance Medicals incur a charge. Fees for Billed Visits (including all other medicals) can be obtained from reception staff. Always bring your current Medicare card with you and notify staff of any changes to personal or Medicare details. If you hold a Pension, Health Care or Seniors Card please provide these to the reception staff.

Access:

Doctors in this practice are able to speak to you over the phone when a consultation is not possible. If the call is not urgent it may be necessary for the Doctor to return your call at their earliest convenience. Urgent matters will be handled immediately.

Reminder System:

The practice offers a reminder system via letters/SMS for preventative health such as pap smears, cholesterol checks, blood tests, health assessments, diabetes check, influenza and other vaccinations. Please inform your Doctor should you wish to be enrolled in this system.

Reception & Nursing Staff:

Amy, Carolyn, Debbie, Kerrie, Nehal, Sharyn, Jenny, Tania, Kerryn, Mephie, Julie, Jess, Briley, Jo, Matt, Leanne, Jenni & Bree. We are here to assist you, please do not hesitate to ask us if you require our assistance. We will be happy to help you whenever possible.

Feedback to the Practice & Your Rights:

We aim to offer you an excellent service. If there is any way you feel we can improve the service, we provide please don't hesitate to let us know. If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or a receptionist. You may prefer to write to us or use our suggestion box. We take your concerns seriously. Any problems will be followed through and appropriate action will be taken. However, if you wish to take the matter further and feel that you need to discuss the matter outside the surgery, options are as follows:

**The Medical Registration Board, AMA or
Health Care Complaints Commissioner. Health Services Commissioner
30th Floor 570 Bourke Street, Melbourne, Victoria 3000 Telephone: 8601 5222 /1800 136 066**

Gap Road Medical Centre

We would like to thank you for taking an interest in our Medical Centre. We have acknowledged the needs of the local people in Sunbury and surrounding areas by endeavoring to provide an excellent and satisfactory service. We have numerous facilities for your benefit; many of these are listed on this leaflet for your convenience and to save you valuable time.

Available at the Centre are:

Children's Vaccinations, ECG, Health Checks, Care Plans, Assessments, ABI, Nebuliser, Wart Treatment (liquid nitrogen), Medicals (pre-employment, licenses – must be an existing patient and there is a charge), Workcover & TAC, Minor Surgery, and CTG (Closing The Gap program).

MOLESCANS

A scan that can give early detection and accurate diagnosis of cancerous skin lesions. (Brochures - available)

This is the latest technology and only a few practices in Victoria offer this service. Cost is \$150 payable on the day. Medicare rebate is \$72.80. You will only be \$77.20 out of pocket for this potentially life-saving scan. Should you need a lesion removed, this can be done at the Centre under a bulk billing arrangement.

OTHER SERVICES

Cardiologist:	Dr Bala	Alternating Months
Chiropractor:	Daniel Chatfield	Monday and Thursday
Counsellor:	Chanel Keane	
Diabetes Educator:	Josie Ayad	First Wednesday every Month
Dietitian:	Leeanne Azzopardi	Saturdays
Pathology:	St Vincent's Pathology	Monday to Saturday
Physiotherapist:	Back Focus	Mon -Sat https://www.backfocus.com.au/appointments/
Podiatrists:	Jason Diab	Thursdays and some Wednesdays
Radiology - In House):	X-Ray and Ultrasounds	Monday to Fri 9am- 6:00pm Saturday 9am-1pm
Psychologists:	Elise Guymer, Trish Melzer, Michelle Fox	

DOCTORS HOURS *Female Doctors

<u>Dr Emad About</u>	Mon Tue Wed Thurs Fri	2:00pm - 8:00pm 8:00am - 3:00pm 10:00am - 5:00pm 8:00am - 2:00pm 2.00pm - 7.00pm	<u>Dr Nayana Garg*</u>	Mon Wed Sat (Alternate)	9:00am - 4:30pm 9:30am - 5:00pm 9:00am - 3:00pm
<u>Dr Emil Baselyous</u>	Mon Tue, Wed, Fri Thurs	2:00pm - 8:00pm 9:00am - 2:00pm 3.00pm - 8.00pm	<u>Dr Adrienne Heslop*</u>	Tues & Fri Wed	9.30am - 2.30pm 9.30am - 3.30pm
<u>Dr Maher Wasef</u>	Mon Tue & Wed Thurs Fri	9.00am - 4:00pm 3:00pm - 8:00pm 9.00am - 2:00pm 9:00am - 2:00am	<u>Dr Wutt Yee Soe*</u>	Mon Tues Wed Thurs Sat & Sun	10.00am - 6:00pm 10.00am - 4.00pm 2.00pm - 10.00pm 6.00pm - 10.00pm 9:00am - 5:00pm
<u>Dr Adel Hipolito</u>	Mon & Thurs Tues & Fri	8:00am - 1:00pm 12:00pm - 6:00pm	<u>Dr Madeleine Smith*</u>	Mon Tues & Wed Thurs Fri	8:00am - 5:00pm 11:00pm - 5:00pm 10:00am - 6:00pm 9.00am - 5.00pm
<u>Dr Peter Bakhom</u>	Mon- Wed & Fri Sat Alt Sun	6.00pm - 10.00pm 9.00am - 5.00pm 9.00am - 5.00pm	<u>Dr Maryam Mirzazadeh*</u>	Mon, Wed-Fri Sat & Sun	6.00pm - 10.00pm 9.00am - 5.00pm
<u>Dr Daniel Mohareb</u>	Mon - Wed & Fri Sat & Sun	6.00pm - 10.00pm 9.00am - 5.00pm	<u>Dr Keryn Walters*</u>	Thurs	9.00am - 4.00pm
<u>Dr Dan Wijeratne</u>	Mon - Wed	4.00pm - 8.00pm			