***Fees & Billing:***

All standard consultations during the week are Bulk Billed if you hold a current Medicare card except for new patients and patients who have not been here in the last two years (who will incur a one-off fee for their first consult). There is also a fee for procedures, infusions, and walk-ins. All standard appointments on the weekend for all patients are no longer bulk billed and a consultation fee will apply. Work Cover, Insurance matters & Insurance Medicals also 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 aPension, Health Care or Seniors Card please provide these to the reception staff.

***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.

***Nursing Staff:***

Jacky, Carolyn, Debbie, Kerrie, Kerryn, Mephie, Cynthia, Nicole, Ebony & Andie

***Reception Staff:***

Tania, Nehal, Rose, Georgia, and Tegan.

***Available at the Centre are:***

Children's Vaccinations, ECG, Health Checks, Care Plans, Assessments, ABI, Wart Treatment (liquid nitrogen), Medicals (conditions apply – please speak to reception), Workcover & TAC (but no transfer of existing claims & limited new claims for regular patients), and Minor Surgery.

Pathology, Radiology (Xray and Ultrasound), Diabetic educator, General surgeon, Podiatrist, Physiotherapy, Psychologist, Dietician, Chiropractor, Cardiologist and Pharmacy

***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 $170 payable on the day. Medicare rebate is $79.70. You will only be $90.30 out of pocket for this potentially life-saving scan. Should you need a lesion removed, this can also be done at the Centre (fees apply).

**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.**

***Emergency: Phone the ambulance on: 000***

***Appointments:***

Online appointments available via our web page: www.gaprdmedical.com.au or www.hotdoc.com.au. 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 any significant delays. Appointments are usually made in 10min intervals however longer consultations are available on request when making your appointment.

***Non-attendance fee for missed appointment.***

Due to lengthy wait times for patients to get an appointment, it is essential that if you no longer require your appointment that you cancel it with a minimum of two hours’ notice so your appointment can be given to someone else. There is a non-attendance fee of $40 for each missed appointment ($80 for double appointment), this is not refundable. No further appointments can be made until this invoice is paid; and hence, you will not be seen by any doctor.

***Special Needs:***

There are specified toilets and parking for the disabled along with ramps for easier access.

***Interpreter services***

Interpreter services are available, however these may need to be pre-arranged, so please inform staff when making appointment. Hearing impaired patients may also make appointments through our relay service.

***After Hours Care:***

Please call our locum service on **9429 5677.** MLS will attend within a 10-kilometer radiusof 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.

***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**



In House Radiology

Appointments: 03 9218 7288

Podiatrist

Jason & Paul
Appointments: 03 9740 4429

Psychologist: Clinical

Elise Guymer: Appointments: 0425 760 277

Psychologist

Michelle Fox
Appointments: 03 9740 4429

Diabetes Educator

Josie Ayad
Appointments: 03 9740 4429

St Vincent's Pathology

Appointments: 03 9740 2266

**Doctors Hours**

Dr Aboud: Mon: 2pm-7pm Tues: 8am-3pm Wed: 10am-5pm Thurs: 8am–2pm Fri: 2pm-7pm

(Not taking new patients)

Dr Wasef: Mon: 9am-3pm Tues: 3pm-7pm Wed: 3pm-7pm Thurs: 9am-2pm Fri: 9am-2pm

Dr Baselyous: Mon: 2pm-8pm Tues: 9am-3pm Wed: 9am-3pm Thurs: 3pm-8pm Fri: 9am-3pm

(Not taking new patients)

Dr Garg: Mon: 9am-4.30pm Wed: 9am-5pm Sat: 9am-3pm

Dr Hipolito: Mon: 8am-2pm Tue: 12pm-6pm Thurs: 8am-2pm Fri:12pm-6pm

Dr Soe: Mon: 9am-5pm Tues: 9am-5pm Wed:12pm-6pm Sun: 9am-5pm

Dr Heslop: Tues: 9.40am-2.30pm Wed: 9am-3.30pm Fri: 9.30am-2.30pm

(Not taking new patients)

Dr Schultz: Away until the end of the year

Dr Bakhoum: Mon: 6pm-10pm Wed: 6pm-10pm Thurs: 6pm-10pm Fri: 6pm-10pm Sat: 9am-5pm

Dr Mirzazadeh: Mon: 12pm-8pm Tues: 9pm-5pm Wed: 9am-3pm Thurs: 9am-5pm Sun: 9am-5pm

Dr Wijeratne: Mon: 6pm-8pm Tues: 6pm-8pm Wed: 9am-11am, Thurs: 9am-1pm

Dr Ward: Mon: 12pm-8pm Tues: 8.30am-1pm Wed: 9am-6pm Thurs: 8.30am-6pm Fri: 9am-6pm

Backfocus Physiotherapy

Neil and Luke
Appointments: [www.backfocus.com.au](https://www.backfocus.com.au/)or Call 03 9740 4429

Cardiologist

Dr Bala
Appointments: 5444 5658

Chiropractor

Daniel Chatfield

Appointments: 03 9746 3977

General Surgeon

Mr Fidel Touma
Appointments: 03 9740 4429

Dietitian

Nutrition Health & Wellbeing
Appointments: 1800 313 800

46 Gap Road Sunbury Vic 3429

Phone: 9740 4429

Fax: 9740 8827

Opening hours: Mon-Fri: 8am – 10pm Sat-Sun 9am-5pm