

Patient Information Sheet

75-77 Roslyn Road
BELMONT 3216
Phone: (03) 4206 7333
Fax: (03) 4206 7355

Practice Hours

Monday to Friday:	8.00 am - 5.30 pm
Saturdays:	9.00 am – 1.00 pm
Public Holidays:	CLOSED
Sunday	CLOSED

About Our Medical Centre

The Centre offers patients comprehensive care. Patients are able to visit doctors by appointment.

All doctors working here conduct their own independent practice in an ethical environment. The goal of the practice is to provide, in a professional and efficient manner, all general practice needs and associated health services to the community in a pleasant environment, and at a convenient location. The doctors have an interest in Men's, Women's and Children's health in addition to chronic disease management and preventative care.

Staff have extensive experience in a medical environment and are committed to providing you with the best of care. Our treatment room is staffed with Registered Nurses with many years of practice nursing experience. Please contact a member of our team should you have any queries regarding the practice or the doctors.

Appointments with your Doctor

Please ring 4206 7333 for an appointment or use our online booking system
eastbrookemedical.com.au

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. Appointments are usually made at 15-minute intervals. Longer consultation times are available with your doctor, so please ask if you require some extra time.

If you or a family member requires an interpreter the staff at Eastbrooke Family Clinic Belmont can organize this for you. Please let us know when you make an appointment.

Fees and billing arrangements

All General Practice consultations, home and hospital visits are privately billed and fees are not greater than recommended by the Australian Medical Association (AMA). Discounts are offered to holders of Health Care Cards and Pension Cards. We accept cash, eftpos and most major credit cards. Medicare claiming will be made for you automatically when you pay your account on the day of your visit.

The following services are not covered by Medicare:

- Workers Compensation
- Pre-Placement Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare
- Transport Accident Commission (claim information required)

After Hours

If medical attention is required outside operating hours, a telephone call to the Family clinic on (03) 4206 7333 will put you in contact with our after-hours care we have organized with Melbourne Medical Deputizing Service Ph: 9429 5677, who are an accredited medical deputizing service. A Doctor from Deputizing Service is also available 5.00am and 8.00am Monday to Friday morning.

Home Visits / Nursing Home

Home visits and Nursing Home Visits are available for regular patients whose condition prevents them from attending the Medical Centre and whose Doctor is available to continue care for these patients. Please discuss this option with your doctor.

Telephone Access

Doctors in the Medical Centre may be contacted via our reception staff during normal operating hours. The reception staff will take a detailed message and forward this onto the doctor as soon as possible.

In an emergency, your call will always be put through to either the doctor or nurse.

Parking and Disabled Access

Ample car parking is available. There is a car parking bay allocated for disabled patients. Disabled access is via the front door and a wheelchair is available if needed.

Your Feedback

We have a feedback form and box located at reception desk for patients to provide feedback, please complete and place in box, or hand to reception staff or Practice Manager.

Reminders System

Our practice is committed to preventative care. The doctors of this medical centre will include you on our database for a reminder for pap smears, care plans, immunizations and other preventative health care issues. If you do not wish to be part of this system, please let your doctor know.

Repeat prescriptions, referrals and pathology test results

Doctors providing prescriptions, referrals to specialists or pathology test results are responsible ethically and legally to ensure these are correct and warranted. Therefore, a consultation with a doctor is necessary. Unless otherwise advised by your doctor, the clinic nurse is available between the hours of 8.30am and 5.30pm weekdays to give test results via telephone.

Medical Records and Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and ensure this information is only available to authorised members of staff.

Eastbrooke Family Clinic Belmont complies with the Privacy Act 1988 including the way we collect, store, use and disclose health information.

For more information, please ask for a copy of our Privacy Policy Statement at reception.

Should you require access to your medical information held by this Centre please discuss this with your Doctor or the Practice Manager.

Your Rights

If you are concerned with any aspect of the service you receive at our medical centre we are keen to hear about it. Please speak to the Practice Manager or your doctor to discuss your concerns. If you prefer to write to us please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Centre. However, if you feel the need to discuss a matter outside of the Medical Centre, you may contact the Health Services Commission. The contact details are:

Health Services Commission
570 Bourke Street
MELBOURNE VIC 4000
Phone: (03) 8601 5200
Fax: (03) 8601 5219
Freecall: 1800 136 066

This practice has a no smoking policy

Our Services

Minor Operations

In addition to standard Medical Centre service, we also offer a range of minor operations including cryotherapy and minor surgery. We suture lacerations and treat un-displaced fractures. All our surgical instruments are sterilised to prevent cross infection.

- General Practitioners
- Pathology
- Injury Treatment
- Minor Surgery
- Paediatrics
- Adolescent Health
- Women's Health
- Immunisations and Vaccinations
- Travel Medicine
- Men's Health
- ECGs
- Veteran's Health
- Antenatal Care
- Chronic Disease Management
 - Diabetes
 - Asthma
 - Mental Health
 - Depression
 - Heart Disease
 - Pre-Employment Medicals
 - Industrial Medicine
 - Hearing Testing
 - Breathalizing
 - Urine Testing

Our Doctors

Dr David Allen MBBS, RACGP, Dip Child Health

Special interests include General Practice & Child Health

Dr Milan Amirgol BMBS, FRACGP

Special interests include Skin Cancerology, General Practice and Family Medicine.

Speaks Farsi

Dr Adam Bradshaw MBBS

Special interests include General Practice and Family Medicine

Dr Michael Eid MB ChB, M Env St

Speaks Arabic, special interests include General Practice, Diabetes, Cardiology and Environmental health

Dr Mary Johnston MBBS, Dip RACOG

Special interests include General Practice, Shared Care with Obstetrics

Dr Paul McKeegan MBBS, FRACGP, DRANZCOG

Special interests include General Practice, Paediatrics, Antenatal Care and Minor Surgery

Dr James Magarey MBBS, FRACGP

Special interests Paediatrics, Antenatal care, Surgical Procedures, Veterans, Family Medicine

Dr John Murphy MBBS

Special interest include General Practice and Family Medicine

Dr Terence Reichl MBBS

Special interests include General Practice and Family Medicine

Dr Colin Urquhart MBBS

Special interests include General Practice and Family Medicine

Dr Robert Ward MBBS, DRANZCOG, FRACGP

All aspects General Practice with special interests in Pediatrics, Diabetes, Preventative Health and Children with Disabilities

Dr. Youn Khozouei MD MRCPsych, FRANZCP

Consultant Psychiatrist. Speaks Farsi

Our Nurses

**Anne Linklater
Lisa Borcuk
Verelle Walters
Tracie Hibbins**

Our Support Staff

Practice Manager:	Irene Petrov
Second in Charge:	Michelle Coventry
Reception:	Carolyn Carol Kelli Vicky Joanne Kelly