

EASTBROOKE FAMILY CLINIC BELMONT

Patient Information Sheet

75-77 Roslyn Road

BELMONT 3216

Phone: (03) 4206 7333

Fax: (03) 4206 7355

Practice Hours

Monday to Wednesday: 8.00 am - 6.00 pm

Thursday & Friday 8.00 am – 6.00 pm

Saturdays : 9.00 am – 3.00 pm

Sundays : 10:00am – 1:00pm

Public Holidays: closed

About Our Medical Centre

The Centre offers patients comprehensive care. The medical centre has a number of male and female GPs. 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. Every effort will be made to accommodate your preferred time and GP. We keep a number of times open for urgent matters which can be dealt with promptly. We also have a duty doctor available each day to see any urgent and emergency cases. 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 organise 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. A list of current fees is displayed at reception. We accept cash, eftpos and most major credit cards. Medicare claiming can be made at our desk.

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 Deputising Service Ph: who are an accredited medical deputising service. A Doctor from this practice is also available 5.00am and 8.00am Monday to Friday morning.

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the Medical Centre. Please discuss fees and billing arrangements with your doctor.

Telephone Access

Doctors in the Medical Centre may be contacted during normal operating hours. If the doctor is with a patient, 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 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, immunizations and other preventative health care issues. If you do not wish to be part of this system, please let your doctor or reception 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

Records will be kept of your illness and treatment. Your medical record is a confidential document. The contents will be divulged only with your consent or where justified by law. It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide your treatment, or during activities necessary to operate our Practice (eg to your specialist). 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. You are entitled to see or request your medical record at any stage by making an appointment with your doctor. 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.

Your Rights

From time to time, this Medical Centre invites patients to complete a questionnaire on their views as to ways in which the Practice can be improved. This survey is kept confidential and helps to improve our services.

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.

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

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 undisplaced fractures. All our surgical instruments are sterilised to prevent cross infection.

OUR SERVICES

- General Practitioners
- Pathology
- Injury Treatment
- Minor Surgery
- Paediatrics
- Adolescent Health
- Women's Health
- Immunisations and Vaccinations
- Travel Medicine
- Men's Health
- ECG
- Veteran's Health
- Diabetes Care
- Antenatal Care
 - Chronic Disease Management Plans
 - Diabetes
 - Asthma
 - Mental Health
 - Depression
 - Heart Disease

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

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 John Murphy MBBS

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 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 Paediatrics, Diabetes, Preventative Health and Children with Disabilities

Dr. Youn Khozouei MD, MRCPsych.FRANZCP

Consultant Psychiatrist

Dr Irene Tan MBBS

General Medicine and women's health

Dr Miren Cahue-Urritia MBBS

Special interest sexual health, mental health

OUR NURSES

Anne Linklater

Jacque Cooper

Leanne Cooper

Our Support Staff

Practice Manager: Cynthia Matthews

Reception:
Michelle
Carolyn
Monique
Sally
Carol
Kelli
Petar
Angela