

## ESSENDON NORTH

162 –178 Keilor Road  
Essendon North VIC 3041

**Phone:** (03) 8354 1111

**Fax:** (03) 8354 1199

**Web site:** [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au)

**email:** [reception.essendon@eastbrookemedical.com.au](mailto:reception.essendon@eastbrookemedical.com.au)

### Practice Hours

**Monday to Thursday:** 8:15am – 6:00pm

**Friday:** 8:15am - 5:00pm

**Saturday:** 9:00am – 2:00pm

**Sunday:** CLOSED

**Public holidays:** CLOSED

### General Practitioners

**Dr. Bruce McClure**

MBBS, FRACGP

**Dr. Roman Makohon**

MBBS, FRACGP

**Dr. Julian Pienkos**

MBBS, FRACGP

**Dr. Catherine Hutton**

MBBS

**Dr. Imran Marzook**

MBBS, FRACGP

**Dr. Shaima Al Msari**

MB ChB, AMC, FRACGP

**Dr. Jennifer Ireland**

MBBS

**Dr Mamatha Gandham**

MBBS, FRACGP, DCH

**Dr. Anna Pienkos**

MBBS

### About Our Family Clinic

Eastbrooke Family Clinic offers patients comprehensive care through quality family medicine. Our clinic has a number of male and female GPs with a high degree of medical expertise. Our health professional team included Registered Nurses with many years of experience in a general practice setting.

Patients are able to visit the doctors on an appointment basis.

The doctors specialise in Men, Women and Children's health in addition to chronic disease management, diabetes, asthma, immunisation, cervical screening and other preventive care.

Some of our doctors participate in Shared Antenatal Care with the major public hospitals.

In addition to standard clinic services, we also offer a range of procedures including diathermy, cryotherapy, suture of lacerations and minor surgery.

Allied Health services available at the clinic include; Pharmacy, Podiatry and exercise physiology. In house pathology collection is available through Australian Clinical Labs.

### Appointments with your Doctor

Our preferred booking method for your GP is our online booking system; please visit [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au) and follow the simple steps (Existing patients only). You can also make an appointment by phoning the clinic on 8354 1111. Appointments are for 15 minutes, if you think you will need extra time please make your appointment by phone and ask the receptionist for a long appointment.

**Online booking- Please update your Medicare Card details to allow the online booking system to work efficiently. (Unavailable for new patients)**

If you or family members require an interpreter, we can organise this for you.  
Please let us know when you make an appointment.

## **Fees and billing arrangements**

**Eastbrooke Family Clinic Essendon is a private billing practice.**

Full payment is required on the day of consultation and accounts for future payment will not be issued.

**A non-attendance fee of \$20.00 may apply if 24hrs notice of cancellation is not given prior to appointment.**

Please note - in certain circumstances, bulk billing may be available to Pensioners and Health Care Card holders. **This is not automatic and is up to the discretion of each doctor.** We will continue to bulk bill children for Immunisations in accordance with the Immunisation Schedule.

There are consultations that cannot be bulk billed and these include:

- Workers Compensation
- Pre- employment Medical Examinations
- Insurance Medicals
- Providing services to people not covered by Medicare/Veterans Affairs

<b>Fees</b>	<b>Private</b>	<b>Concession Rate</b>	<b>Medicare Rebate</b>
<b>Brief Consultation</b> (0-5 minutes)	\$65.00	\$51.00	\$18.20
<b>Standard Consultation</b> (6-20 minutes)	\$95.00	\$75.00	\$39.75
<b>Long Consultation</b> (21-40 Minutes)	\$145.00	\$125.00	\$76.95
<b>Prolonged Consultation</b> (>40 minutes)	\$185.00	\$165.00	\$113.30
<b>Saturday (9am to 1pm)</b> (Standard Consultation)	\$95.00	\$75.00	\$39.75
<b>Sunday</b> (Standard Consultation)	N/A	N/A	N/A
<b>Sunday</b> (Long Consultation)	N/A	N/A	N/A

**Patient File Transfers:** Fee \$40.00 on CD/Memory drive.

Photo copies & includes postage \$50.00.

Speak to our friendly reception staff to arrange your file to be sent to this clinic.

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## **Treatment Room Charges**

A treatment room fee may incur for treatment room charges that are not refundable from Medicare. Examples of this are; bandages, plaster etc.

## **Home Visits**

Home visits may be available for regular doctors' patients whose condition prevents them from attending the Clinic. Please discuss fees and billing arrangements with your doctor.

## **After Hours**

If medical attention is required outside operating hours, a telephone call to the clinic on (03) 8354 1111 will put you in contact with the after hour's care we have organized with Home Doctor Service, which is an accredited service. You can also contact them directly on 13 7425.

## **Pathology/Radiology Results**

In most cases, patients will be asked to make a follow up appointment to receive test results. To ensure our staff maintain strict patient confidentiality and comply with the National Privacy Act, it is the policy of this medical centre that Pathology and Radiology test results will not be given over the telephone by our reception and nursing staff.

## **Communication Policy**

Patients are able to obtain advice or information relating to their clinical care by telephone where a GP determines that this is clinically safe and that a face-to-face consultation is unnecessary.

## **Reminder System**

Our practice is committed to preventive health care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception know.

## **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 authorized members of staff.

Eastbrooke Medical Centre's complies with the Privacy Act 1988 and the Australian Privacy Principles 2014 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.

## **Parking and Disabled Access**

Car parking is available in a parking area behind the clinic or on side streets. Disability parking is also available.

## **Your Feedback/Suggestion box**

We have a feedback form and box located in the waiting room for patients to provide feedback or suggestions to help improve our practice.

## **You're Rights**

If you have an issue with any aspect of the service, you receive at our clinic we are keen to hear about it. We take your concerns, suggestions and complaints seriously. 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 the waiting room.

We believe that problems are best handled within the clinic; however, if you feel the need to discuss a matter outside the clinic, you may contact the Health Care Complaints Commission.

The contact details are:

### **Health Care Complaints Commission**

570 Bourke Street

MELBOURNE VIC 4000

Tel: (03) 8601 5200

Fax: (03) 8601 5219

Our Privacy policy can be viewed at [www.eastbrookemmedical.com.au](http://www.eastbrookemmedical.com.au) or available on request at reception.

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