



Docker Street General Medical Centre

53 Docker Street, Wangaratta 3677
 Phone: 5722 4887 Fax: 5722 4847
 Email: docker.street.clinic@gmail.com

Opening Hours:

Monday to Friday 8.30am to 5.30pm Saturdays Closed
 Sundays & Public Holidays Open 9.00am – 1.00pm

General Practitioners:

Dr Ayyaz Azam Dr Sriram Vadlamani

Administrative Staff:

Business Manager *Kim Ching*
 Practice Manager *Adrianna Raison*
 Receptionists *Shirley Minter Sharon Smith Donna Naish Keisha Sandford*
 Practice Nurses *Heather Clark Elizabeth Jesser*

Billing Arrangements:

- Bulk billing available to all patients with a valid, in date Medicare card.
- New patients are required to bring their Medicare card to their appointment.
- Minor surgical procedures and wound dressing appointments will not be bulk-billed and require payment of a gap fee at the time of consultation.
- Patients attending for Workcover, TAC, employment medicals, insurance medicals etc. must bring evidence of an accepted claim from their insurer, or pay privately at the time of their appointment.
- Fees are payable at the time of consultation and can be paid by cash, EFTPOS or credit card. For your convenience, we are able to process your Medicare claim on the spot.

Services

- General Health Checks
- Pre-Employment Health Checks
- Drivers Licence Medicals
- Women's Health (incl CST/Pap smears)
- Health Assessments
- GP Management Plans
- Sexual Health
- Mental Health
- Immunisations
- Paediatrics
- Family Medicine



South Wangaratta Medical Centre

47 Joyce Way, Wangaratta 3677
 Phone: 5713 9299 Fax: 5721 6567
 Email: southwangarattamc@gmail.com

Opening Hours:

Monday to Friday 9.00am to 5.00pm
 Weekends & Public Holidays CLOSED

General Practitioners:

Dr Julian Fidge Dr Buddhika Jayathilaka Dr Wasu Palliyaguru Dr Ravindra Abeyawardana Dr Jasmine Yin Dr David Morris Dr Dipankar Chakraborty

Administrative Staff:

Business Manager *Kim Ching*
 Practice Manager *Adrianna Raison*
 Receptionists *Erin Stewart Sharon Smith Donna Naish Keisha Sandford Carli Adamo*
 Practice Nurses *Michelle Powell Naomi Fieldew Elizabeth Jesser*

Onsite Services:

Pharmacist *Deborah Hawthorne*
 Dietitian *Celia Piesse*
 Diabetes Educator *Jan Tragenza*
 Podiatrist *David Robinson*

Billing arrangements:

- Bulk billing available for all pensioners, health care card holders and children aged under 16.
- Private fee for a standard consultation is \$70.75 with a Medicare rebate of \$38.75 (Out of pocket gap \$32).
- Minor surgical procedures and skin checks may also attract a gap payment of \$50 for concession holders and \$80 without concession.
- Patients attending for Workcover, TAC, employment medicals, insurance medicals etc. must bring evidence of an accepted claim from their insurer, or pay privately at the time of their appointment.
- Fees are payable at the time of consultation and can be paid by EFT or credit card.

Services

General Health Checks	Skin Checks
Travel advice/medicine	Skin Cancer Management & Procedures
Mental Health	Paediatrics
Family Medicine	Immunisations (Childhood)
GP Management Plans	Health Assessments
Drivers License Medicals	Womens Health (incl CST/Pap smears)

About Our Practices

Our Practice Philosophy:

“ To provide thoughtful medical care to individuals and families by keeping up to date with medical innovations and bringing you efficient, personal service. “

Appointments

- Appointments can be made via phone or in person with one of our reception team. Standard consultations are in 15 minute intervals and long consultations are allocated 30 minutes.
- Appointments can also be made online and via your mobile phone (see instructions at bottom right corner of this page).
- We make every effort to ensure clients are seen on their preferred day and with your doctor of choice. Please bring your Medicare Card to every appointment.
- Provisions are made in our appointment system for emergency consultations.
- Specific issues such as complex medical examinations, health assessments, care plans and surgical procedures require a long appointment. If you are unsure how much time you need, please enquire with reception at the time of booking.
- Please advise your doctor at the start of your consultation if you have several matters you wish to discuss. You may be asked to book a further appointment at a later stage if you have multiple requests/problems which cannot be dealt with in one consultation.
- We understand your time is valuable and will make every effort to ensure your waiting time is kept to a minimum. Sometimes, general practice is unpredictable and urgent medical needs will be given priority.

Contacting Our Practice

- Our doctors may be contacted during normal practice opening hours. If the doctor is in consultation, a message will be taken and our receptionist will advise you when it is likely that the doctor will return your call. Emergency calls will always be put through to a doctor.
- In order that we are able to contact you, please ensure we have your correct telephone numbers and address also that the details of your nominated Next of Kin are current.

Facilities

- Our Practice has wheelchair access and facilities to cater for the disabled (including disabled parking at the front and rear of the building).
- We have a strict no smoking policy in our building and on our premises.
- Translation services can be arranged for patients who have difficulty speaking or understanding English. We have doctors fluent in English, Farsi, French and Spanish.

Results, Repeat Prescriptions & Referrals

- Your doctor will advise when results are expected to arrive at the practice. Please make an appointment to correspond with this time.
- We believe it is good medical practice to make an appointment for the issue of repeat prescriptions or referrals to specialists and allied health professionals. There may be out of pocket expenses for consultations with specialists.
- All conditions requiring regular, ongoing medication need to be reviewed and monitored to confirm the need for ongoing treatment. The amount of medication and number of prescription repeats provided is at the discretion of your doctor and in line with guidelines for responsible prescribing.

Recalls and Reminders System

- Our practice is committed to preventative care and patients will be offered 'screening medical examinations' for early detection of serious medical conditions such as diabetes, asthma, cervical cancer (via Pap smears) and other chronic medical conditions.
- From time to time, you may receive a reminder notice for preventative health services appropriate to your care. If you do not wish to be part of this service, please advise your doctor or one of our receptionists and asked to be removed from our reminder system.

After Hours Arrangements

- Our practice provides 24/7 care to our patients. If you are an existing patient of our clinics and you require attention when our practice is closed, please call 0402 647 739 and our on-call doctor will provide advice, or attend to you as necessary.
- In a medical emergency, call for an Ambulance on "000".

Your Personal Health Information & Privacy

- The provision of quality health care requires a doctor patient relationship of trust and confidentiality. This Practice protects your personal health information to ensure it is only available to authorised members of staff, for intended persons and to comply with the Privacy Act.
- Our clinic adheres to the highest standards in security of storage and transmission of health records.

Complaints & Feedback

- Your feedback, both positive and negative is an invaluable communication tool and is used to improve our practice and our provision of service.
- We strive to improve for your benefit, please direct any queries or complaints to our Practice Manager. If you have a complaint you wish to take further you may contact:
 - Office of the Health Services Commissioner
Phone: 8601 5200 or toll free 1800 136 066

Online appointments:

- Online appointments can be made through our website and via the HOTDOC app. Download the app on your smartphone for 24/7 access to appointments.
- You will need to create an HOTDOC account for access to online bookings. Please keep your login details handy for future booking and ensure you register with your name as it appears on your Medicare card.

