



# SOUTH WANGARATTA MEDICAL CENTRE

47 Joyce Way, Wangaratta 3677

Phone: 5713 9299

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Email: [southwangarattamc@gmail.com](mailto:southwangarattamc@gmail.com)

Web: <https://www.dsgmc.com.au>

## Opening Hours:

*Monday to Friday 9am-5pm*

*Selected Sundays & Public Holidays 10am-1pm*

## Services Include:

- 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
- Travel advice/medicine
- Family Medicine
- Diabetes Educator
- Onsite pathology collection (Mon-Fri 8am-1pm)
- Skin Cancer Clinic
- Chronic Disease Management

## General Practitioners:

Dr Julian Fidge

Dr Buddhika Jayathilaka

Dr Ravindra Abeyawardana

Dr Jasmine Yin

Dr David Morris

Dr Dipankar Chakraborty

Dr Dung Ho

Dr Yeow Teo

Dr Cveta Daskalova-Nikolovska

Dr Rishani Mendis

## Administrative Staff:

*Business Manager:* Kim Ching

*Practice Manager:* Teresa McMahan

*Receptionists:* Keisha Sandford, Tegan

Carmody, Rebecca Crispo, Angelina

Butler, Verity Quilty

*Practice Nurses:* Michelle Powell, Elizabeth

Jesser, Naomi Fieldew, Tara Jose

## Billing Arrangements:

South Wangaratta Medical Centre is a mixed-billing clinic. Bulkbilling is available for all pensioners, health care card holders and children aged under 16 for standard appointments. Fees are payable at the time of consultation and can be paid by EFT or with a credit card.



## About Our Practice

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 allocated 15 minutes and long consultations are allocated 30 minutes. Appointments can also be made via the South Wanganatta Medical Centre Website and via the HotDoc app.
- 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.
- Various forms of appointments are available including face-to-face, telehealth appointments and telephone appointments.

### **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.
- For us to be 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.

### **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.

### **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.
- Appointments need to be made for the issue of repeat prescriptions or referrals to specialists and allied health professionals.
- 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 Reminder 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 0357139299 and our on-call doctor will provide advice or attend to you as necessary. There is a charge for the after-hours service.
- 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 1800 136 066.