

84-86 Mickleham Rd, Tullamarine VIC 3043

Ph: (03) 9336 8100 Fax: (03) 9336 8199 Web: www.TCHC.com.au

Practice Information Sheet

Medical Staff:

Dr Ahsan Hussain
Dr Calin Gredina
Dr Abid-Ur Rahman
Dr Phoebe Hone (female GP)
Dr Gemma Gillard (female GP)
Dr Kevin Gan

Practice Nurse:

Aleyama
Reyhana

Practice Manager:

Secil

Reception Staff:

Madeleine, Sana, Anny, Fatima

Practice Hours:

Monday to Friday: 9am - 6pm
Saturday & Sunday: 9am – 2pm
Public Holidays: Closed

Practice Services:

General Practice Services & Allied Health Services including:

Physiotherapy/Exercise Physiology,
Psychology, Podiatry, Dietician, Spirometry,
Audiometry, ECG

After hours & Emergency:

We provide medical care through the DoctorDoctor Service. Our telephone is diverted to their number after hours so you can call our usual number 9336 8100 at any time but you can also call 132 660 directly. They will provide us with a summary of your consultation with the doctor.

Appointments:

Appointments can be made by calling the Medical Practice. Appointments enable the doctor to manage his/her time so as to accommodate all patients. There is often also a need to deal with urgent problems and to see patients who need unexpected medical attention. We are therefore happy to see patients who 'walk in' without an appointment.

Long Consultations:

Longer consultations are available on request. Please inform the receptionist at the time of making an appointment.

Walk In Appointments:

Patients with appointments are given priority whilst 'walk in' patients are treated as per need and priority. Non urgent walk in patients may be advised to make appointments at convenient times to provide best clinical care.

Home Visits:

Home visiting is available to patients who regularly attend the medical practice and live within 5km distance from the practice - these visits will attract an additional fee. Please contact our reception for further details of these costs. Home visits and after hours attendances are also provided by our Medical Deputising Service - the contact number is **132 660**. Your request for after hours consultation will be triaged by the call centre prior to any attendance.

Billing Arrangements:

All Medicare related consultations are bulk billed except for home visits. Although most pathology/radiology is bulk billed, this is not in our control as they are provided by independent providers. To be bulk billed it is essential that you bring with you a current Medicare card and pension card or concession card if you have one. Patients without a current Medicare card will be charged a fee, which must be paid at the time of the consultation. Some services, including medical screenings for work or vehicle licenses cannot be billed to Medicare and will incur appropriate additional fee as per Medicare rules.

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Telephone Calls & Communication with Doctors:

Doctors in this practice can be contacted during surgery hours. If the doctor is with a patient when you call, a message will be taken for the doctor to return your call.

In emergencies a doctor or nurse will always take your call.

Results:

For concerns of confidentiality and risk of errors, results will not be given on the phone by staff. Patients need to make an appointment to follow up results.

Recall & Reminder System:

Our practice is committed to follow up care and preventative care for our patients. We have a system of registering patients for recall for clinically significant results and preventative advice. We also participate in the use of registers in national/state reminder systems. We may issue you with a reminder notice from time to time as appropriate. Please advise the receptionist if you do not wish to participate in these programs. Methods we use are SMS, email, direct phone call and letter Via Australia Post.

Management of your Personal Health Information:

Your medical records are confidential. Our policy is to maintain security of your personal health information at all times. In the interests of providing quality health care we have developed a privacy policy that complies with the Commonwealth Government legislation and recognises the rights of our patients to privacy.

Information leaflets are available at the centre outlining our policy. Further information regarding the legislation is available from Federal Privacy Commissioner on the telephone number 1300 363 992 and website www.privacy.gov.au.

Patient Feedback:

We believe that problems of any sort are best dealt with by the practice and we would always wish to know if you were unhappy with any aspect of our service. Patient feedback & complaints forms are available at the reception desk or you can contact the Practice Manager. Your suggestions and input into how we can improve our service is always welcome.

Health Complaints Agency:

If there is a problem which you wish to clarify or a complaint you wish to make regarding our services you may contact the office of the Health Services Commissioner located at 30th Floor, 570 Bourke Street, Melbourne, 3000. Telephone contact details of the office of Health Service Commissioner is: (03) 8601 5200.

Accreditation

Tullamarine Complete Health Centre is accredited with AGPAL (Dec 2018). We provide quality care using most up to date best practices.