

OVERSEAS IMMUNISATION

Please make an appointment with your Doctor well in advance of your expected departure date to discuss your immunisation requirements. Carn-Brae Clinic is also an accredited Yellow Fever Vaccination centre.

RECALL AND REMINDER SYSTEM

Our Practice is committed to preventative care. Your Doctor will seek your permission to be included on our Reminder System. We may issue you with a Reminder Notice from time to time, offering you preventative health services appropriate to your care.

If you do not wish to be part of this system, please advise reception or your doctor. In the case of abnormal test & imaging results, this Practice has a system of patient recall, whereby you will be contacted by telephone or post.

REPEAT PRESCRIPTIONS

The Doctors at this Practice require patients to make a brief consultation for repeat prescriptions.

TELEPHONE Consultations

Phone consults are available if you have seen your Doctor in the last 6 months.

NO SMOKING POLICY

Smoking is not permitted in the building, or on the grounds.

HOME VISITS

Whenever possible patients are seen at the Practice where proper facilities are available for examination and diagnosis.

SKIN CHECKS

Skin Check is done by using the DermDoc® mole mapping technology. This appointment will take approximately an hour. There is a fee associated, which you will be advised of when booking the appointment.

EMAIL POLICY

Carn-Brae Clinic does not communicate with patients by email. We do not accept emails containing patient's personal information, any emails received that contain a patient's personal information will be immediately deleted and destroyed.

CHILDHOOD IMMUNISATIONS

Two appointments are required when booking for immunisation. The first with practice nurse for Child Health Record Book completion, and consent; and the second with the doctor to give injection(s).

FEEDBACK

Your Words Matter

Review Us on Google & Inspire Others

At your next Appointment

Please scan the QR code at Reception to leave your review.

TRANSLATION AND INTERPRETER SERVICE

This service is available upon request for patients who speak languages other than English.

NATIONAL RELAY SERVICE

This service is available upon request for deaf patients.

PRIVACY STATEMENT

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 to ensure that this information is only available to authorised staff members. A copy of our privacy policy is available at reception.

ETHICAL CODE & COMPLAINTS

The practice aim is to provide continuity of care, best practice, appropriate appointments, and confidentiality. If there are problems perceived with the service or care provided, please inform our Practice Manager or your Doctor so these matters can be addressed promptly.

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.



328 Glenelg Hwy, Winter Valley 3358

Ph: 5332 1501

After Hours 13SICK please Call 137-425

Practice Information Brochure

Dr Ahmed Alwan
Dr Frank Marton
Dr Dileepa Jayaweera
Dr Fehmida Khan
Dr Basher Kajo
Dr Sarah Zhao
Dr Falak Naz
Dr Viraj Rajaguru
Dr Colin Stewart

Jodian White
Practice Manager

OFFICE HOURS

Monday to Friday, from 9am to 6.30pm
Saturday 9.00am – 4 pm.
(Subject to Doctor availability)

ACCREDITATION

This practice is accredited through AGPAL.

APPOINTMENTS

Monday – Friday: 8.30am – 6pm
Saturday 9.00am – 4:00pm

Please contact Reception regarding consulting hours for individual doctors.

Standard appointments are 10 or 15 minutes depending on Gp. When booking, please indicate whether you will need a longer appointment, e.g. multiple problems, pre-employment medical, insurance or Centrelink forms etc.

You may be asked by your doctor to make a further appointment if your condition is complex.

Separate appointments are required for all family members needing a consultation.

AFTER HOURS 13SICK

If you require afterhours care that is not urgent please call 13SICK by ringing 137-425.

EMERGENCIES

In an Emergency Please call 000

Carn Brae Clinic

Annual Membership Fee

Membership at Carn Brae Clinic is an annual fee of \$44.00, membership, assures you will be seen on the same day, if not by your Doctor, then by another Doctor who is able to access your medical record and is able to talk with your Doctor.

Your Care is our Priority

Membership also has additional benefits such as discounts on the following

Non -Member - **Member**

- | | | |
|--------------------|---------|----------------|
| • Holter Monitors | \$30.00 | \$10.00 |
| • Spirometry | \$20.00 | Free |
| • 24Hrs BP Monitor | \$30.00 | \$10.00 |
| • Dressing | \$20.00 | \$10.00 |
| • Pap Smear | \$30.00 | Free |
| • Ear Syringe | \$40.00 | Free |
| • ECG | \$15.00 | Free |

Carn Brae is a Private Clinic, however if you are a member and are experiencing financial hardship and your Doctor agrees we can Bulk Bill your visit and waive the private fees.

As Care Brae Clinic grows and expands so will the benefits of being a Member.

So please see one of our friendly Reception Staff to become a Member today!

Private Billing

Payment is due on the day of consultation. If you are experiencing difficulty with payment, please speak your Doctor.