

Our Services

- *Preventative Health Check-ups, Counselling
- *Family planning, Pap smears, Pregnancy tests
- * Ante-natal care, Obstetrics / Delivery
- * ECG: heart check; Blood tests
- * Vaccination: children and travel
- * Minor surgery: stitching cuts, removal of lesions
- * Liquid nitrogen 'freezing' therapy
- * Vasectomy: All Hormone implants
- * Weight control, Nutrition advice
- * Pre Employment Medicals
- * Drug and alcohol counselling
- * Spirometry

Visiting Specialist Services

- *Geriatrician
- *Endocrinologist
- *Gastroenterologist
- *Haematologist
- * General Surgeon
- *Cardiologist
- *Neurophysiologist
- *for more information about our visiting Specialist services see our brochure:

Bringing Specialist Doctors to Wallan

Practice Consultation Fees

All GP visits will be bulk billed. However dressings & consumables will attract an extra cost, in addition to a treatment room fee.

Specialists consultations may incur an on the day fee depending on the complexity of the visit. These fees are rebated through Medicare.

If you request your medical history to be transferred to another clinic, a \$25 fee will apply. This covers admin costs, printing/disc writing and registered post fees.

Personal information & Privacy

Your personal health record is a confidential document. It is the policy of our practice to maintain the security of health information at all times to ensure that this information is only available to authorised members of staff. We abide by the 13 National Privacy Principles available at www.oaic.gov.au

Patient Feedback and Complaints

We welcome any suggestions you may have to improve our services that we provide to you. Periodically we will conduct patient surveys, but if you would like to make a suggestion at any time please take advantage of our suggestion box. Please feel free to discuss any problems with your doctor/ practice principal or practice manager. If you have a complaint you may wish to take further write to:

Health Complaints Commissioner
Complaints and Information

30th Floor
570 Bourke Street
Melbourne. 3000
Victoria, Australia
Toll Free: 1800 136 066
Fax No.: (61 3) 8601 5219
TTY No. 1300 550 275
E-mail: hsc@dhs.vic.gov.au

Wallan Medical & Specialist Centre
104 Wellington Street
Wallan VIC 3756



Ph 57831637 Fax 57831818
reception@wallanmedicalcentre.com.au

We have produced this brochure for your Information as a valued patient of our practice. Ask our reception staff for a copy of the Patient guide to the WM&SC Privacy Policy

For more information about our practice, doctors, services, and to book online visit our website:
www.wallanmedical.com.au

WALLAN MEDICAL CENTRE PRACTICE INFORMATION BROCHURE



Welcome to our accredited practice

Business Owner / Manager
Mr Shane Lucas

Principal Doctor/ Business co-owner
Dr Mya Tun MBBS

Dr Emilia Greculescu	MBBS., FRACGP.
Dr Eileen Yap	MBBS., FRACGP
Dr Danny Aughsteen	MBBS
Dr Darius Frank	MBBS., FRACGP
Dr Dharsheya Surendran	MBBS
Dr Maria Mitrokli	MBBS

Our Practice Manager
Theresa Schult

We are open Monday – Friday 8:30am – 7pm
Saturday 9am-3pm & Sunday 9am-1pm

**For Urgent After Hours Medical Attention
Please Ring Kilmore and District Hospital
57342000**

FOR ALL EMERGENCIES RING 000

Our Policy

Our aim is to give our patients the highest possible quality of care, by ensuring excellence in all aspects of our practice. We endeavour to provide patients with the best and most current treatments, methods, materials and equipment within our resource capabilities to ensure that the patients receive the high quality of service they have come to expect. We believe that patients come first. Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment. We hold great importance in ethical and responsible behaviour as essential to maintain the trust and loyalty of our patients

Anti Discrimination Policy

You will never be refused access to medical care by a doctor on the basis of your sex, age, religion, ethnicity, sexual preference or medical condition.

Appointments

Patients are advised to ring 5783 1637 for an appointment. Our receptionists will make every effort to accommodate your preferred time and choice of doctor and as a courtesy we will make every effort to contact you should your doctor be delayed or called away urgently. Please remember to tell our reception staff if you think you might need a longer appointment time or an extra family member seen at your next appointment.

Our receptionist will be happy to organise an interpreter for you or a family member when making your next appointment, just let them know when you book your appointment. Emergencies and urgent consultations are always given priority.

Phone calls

It is not always possible for our busy doctors to come to the phone; however, you may leave a short message during business hours and they will return your call as soon as possible. Emergency calls will always be put straight through to the doctor.

Results

As our receptionists cannot discuss your results with you, please ask for the nurse, if you require further information we will arrange for your doctor to call you and discuss your results.

Home Visits

At Wallan Medical & Specialist Centre we provide Home Visits for our regular patients whose condition prevents them from attending our surgery. For this service please contact our reception staff on 57831637. Our doctors will visit you if you are also in the local Nursing Home or Hostel. If your illness or injury is of an urgent nature please ring for an ambulance on 000.

Access and Parking

For our patients convenience we have on site parking, and disabled access at front and rear of building. There are extra car parking spaces across the road, next door to number 60 Wellington Street.

Change of Address or Patient Details

If you have changed your name, address or phone number recently or received a new Medicare /DVA/ HCC or Pension card please let reception know ASAP as we may need to contact you.

After hours care

Our doctors participate in a roster system with other local doctors for all after hours care at Kilmore and District Hospital in Rutledge St Kilmore. The nursing staff or doctor on call can be contacted on 57342000. If you require an urgent home visit after hours they can arrange this also.

For All Medical Emergencies - Call 000

Recall and Reminders

Our practice is committed to preventative care. A recall & reminder system is offered, please let our reception staff know if you do not wish to be on our recall/reminder system. All patient information is treated with strict confidentiality.

Third party person in consultation

Our practice participates in training programs for Registrars, Medical and Nursing Students. You may not wish to have a third party present whilst consulting the doctor – please let reception staff, prior to your appointment.

Informed Consent to treatment

We may ask you to sign a consent form when our doctors perform a procedure on you i.e. lesion removal/ vasectomy/ hormone implant. Your GP will inform you of costs involved, health issues, expected benefits and possible risks prior to commencing procedure.

Referrals and Costs

In the course of your consultation, your doctor may suggest referral for further investigations or to a specialist. We will endeavour to inform you of potential out of pocket expenses when referred.

Repeat Prescriptions

It is the policy of this practice that patients are required to attend the clinic for repeat prescriptions. If you require a script only, that is without an additional consult for a separate issue we will fit you in to see your doctor at a time that suits you. This is so our doctors can provide the best care possible.