

## RECEPTION

The reception team are Virginia, Julie, Hiam, Sanja, Gulsum, Zehra, Sue, Sophie, Anna & Ameer. The Practice Manager is Lyn.

## Specialist services

|                  |                        |
|------------------|------------------------|
| Dr Rohatgi       | ENT specialist         |
| Mr Gya           | General Surgeon        |
| Dr Anavekar      | Cardiologist           |
| Sandy Aggarwal   | Occupational Therapist |
| Nick Salvo       | Podiatrist             |
| Wal Tubbesing    | Psychologist           |
| Cathy Storey     | Psychologist           |
| Fatemeh Miremadi | Dietician              |

## HEALTHSCOPE

52 Childs Road, Epping

Ph: 8401 3170

Healthscope bulk bills for most tests. Healthscope will advise beforehand if an additional fee is applicable.

## RADIOLOGY

2 Supply Drive, Epping

Ph: 9408 3304

Please advise your doctor if you wish to be referred to a radiology company that bulk bills.

## DOCTOR APPOINTMENTS

It is preferred that you make an appointment, however, walk-ins are also welcome.

## SERVICES AVAILABLE

As well as routine consultations, the following services are available:

- Checkups
- Family planning
- Pap smears
- Pregnancy tests
- Vaccinations - child, travel, annual flu & Pneumonia, disease prevention
- Health screening & assessments
- GP management plans
- Disease prevention education
- Skin checks with skin cancer detection & management
- Suturing of simple cuts, lacerations & plastering of fractures

## PAP SMEARS

You can arrange a pap smear with your usual doctor. Should you prefer a female doctor we have 3 female doctors available on weekdays and weekends. Please advise the staff to enable them to book a longer appointment.

## REVIEWS

Your doctor will advise when they expect results to arrive at the practice. Make an appointment to discuss your results with your doctor.

We have a website that can be found at [www.northendmedicalcentre.com.au](http://www.northendmedicalcentre.com.au)

## **NORTHEND MEDICAL CENTRE**

48-50 CHILDS ROAD,  
EPPING 3076

**PHONE: 9408 8800**

FAX: 9408 8822

## **CLINIC INFORMATION**

### OPENING HOURS

| <u>DAY</u>      | <u>OPEN</u> | <u>CLOSE</u> |
|-----------------|-------------|--------------|
| Mon, Wed & Fri  | 8.30 am     | 11.00 pm     |
| Tues & Thurs    | 8.00 am     | 11.00 pm     |
| Saturday        | 9.00 am     | 9.00 pm      |
| Sunday          | 9.00am      | 9.00pm       |
| Public Holidays | 9.00am      | 9.00pm       |

Closed: New Years Day, Good Friday, Easter Sunday, Christmas Day,

## DOCTORS & NURSES

|                     |                 |
|---------------------|-----------------|
| Dr Ayman Aouad      | Dr Adel Malek   |
| Dr Nagui Yacoub     | Dr Navjot Walia |
| Dr Anil Chawda      | Dr Jee Lim      |
| Dr Bashir Ahmed     | Dr Kumari       |
| Dr Chaudhary Panwar |                 |

Clinic Nurses: Regina, Tracey, Jela  
Jeanette, Carolyn,  
Lorraine, Kathy &  
Tanya

## APPOINTMENTS

This clinic runs to an appointment system and walk-in system. Whilst we always endeavour to run to time, the nature of medicine is such that delays may occur. Emergency cases will be given priority and we hope that you will understand this. Please advise the reception staff on arrival if you feel you need immediate attention.

A standard consultation is 15 minutes. To help our bookings run to time, we would appreciate if you could advise the reception staff if you have multiple problems or procedure so they may book a longer appointment for you. If you are unable to keep an appointment please ring and cancel as early as possible so the appointment can be allocated to another patient.

A translation service is available upon request.

Note: There is a fee associated with this service payable by the patient.

## RESULTS

Your doctor will advise if you need a follow-up appointment.

## CLINIC NURSES

Our practice nurses are available for appointments Monday to Friday. They are able to give most vaccinations, attend to wounds, assist Doctors with Health Assessments & Chronic Disease Management Plans and general clinical care.

**\*For travel advice see you doctor first.**

## PRESCRIPTIONS & REFERRALS

We generally do not write scripts without seeing patients for medical and legal reasons, however some ongoing medications may be available at the discretion of your doctor.

It is the responsibility of your specialist to advise of your referral expiry date. Please check the expiry date before attending your appointment as it is illegal for doctors to backdate referrals.

**\*For legal reasons you need to attend the clinic to obtain a medical certificate.**

Please advise the receptionist if you need a medical procedure, medical forms, Insurance medicals, taxi forms or Centrelink forms completed. A longer consultation may be needed to deal with these matters.

## SKIN CANCER CHECKS

Our clinic is able to provide skin cancer checks and management. If you have a mole that has changed recently it is important to have it checked. Contact reception about making an appointment.

## CONFIDENTIALITY

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times.

## TELEPHONE CALLS

We try to keep interruptions to consultations to a minimum. Some queries can be dealt with by our receptionists. If the matter is urgent please tell the receptionist. It is often better to make an appointment with your doctor so there is appropriate time to discuss your problem.

## AFTER HOURS

For any after hours emergency ring an ambulance on 000. For urgent medical attention after-hours proceed to casualty department at the Austin Hospital, Burgundy Street, Heidelberg or the Northern Hospital, Cooper Street, Epping. For after hours medical attention our **Locum service is also available on 132 660.**

## HOME VISITS

Home visits are at the discretion of the individual doctors. We do however prefer you to attend whenever possible as facilities are better at the clinic. The Locum service is available on 132 660.

## FEEDBACK

If you have any suggestions or complaints please contact the Practice Manager who will endeavour to address these problems with you. We would like to know if you are concerned about any aspect of the service we provide.