

PRACTICE INFORMATION

OPENING HOURS

Appointments preferred; on Monday, Tuesday, Wednesday & Thursday 8:30AM – 8:00PM, Friday 8:30AM – 7:00PM, Saturdays & Sundays 9:00AM – 1:00PM, closed public holidays.

DOCTORS

Three of our Doctors at KGMC have satisfied training requirements of the Royal Australian College of General Practitioners and are listed on the Vocational Register of General Practitioners. This recognises our commitment to the highest standard of family medical care and to continuing medical development.

Dr Bashir Ahmed MBBS FRACGP DCH has had over 23 years of experience encompassing all aspects of medicine, including a qualification in Dermatology. Particular interests are in Family Medicine including hypertension and diabetes, men's health, women's health, immunisation and paediatrics.

Dr Zahoor Ahmad MBBS, FRACGP graduated from Punjab University in Pakistan continuing many years of medicine in Australia.

Dr Vijitha Satheesan MBBS FRACGP is our female Doctor who specializes in all facets of Women's has had many years experience in General Practice, specialising in Family & Women's Health, along with all other matters for all patients.

NATIONAL PRIVACY PRINCIPLES

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 members of staff. A copy of this policy is available on request.

TOTAL FAMILY HEALTH CARE

Checkups, family planning, pap smears, pregnancy tests, ECG's, counselling, home visits, childhood immunisations, travel medicine including vaccinations for overseas travellers, minor surgery, skin checks, removal of moles and sunspots, nutritional advice and employment medicals.

PRACTICE PHILOSOPHY

Knox Gardens Medical Centre has been providing comprehensive and personalised family general medical care to our local community since 1979 and is committed to excellence. All consultations and medical records are maintained in a strictly confidential manner. We are committed to providing the highest levels of quality patient care and ethical standards.

FEES

This Practice bulk bills all current Medicare card holders, with fees for Workcover, patients without a Medicare card, and some medical reports. Fees displayed at reception. Payment accepted by cash, cheque, EFT, Visa & MasterCard.

TELEPHONE CALLS

Doctors are willing to receive urgent telephone calls and will attend to these matters immediately. Less urgent matters, the Doctor will return your call at his/her convenience. For general inquiries please telephone our reception staff and they will then be able to provide the best possible service for you.

APPOINTMENTS

Appointments can be made by telephoning 9801 3300 or by using the online booking service on our website www.kgmedical.com.au. Patients may ask to see the Doctor of their choice. Appointments are made at 10 minute intervals with longer consultations and procedures being allocated additional time. Please notify our receptionists in advance if you have complex or multiple problems to discuss, which require extended consultation time to discuss.

As with all Medical Centre's, emergencies and serious illnesses are given priority and this may at times lead to small delays. Our Receptionists will endeavour to advise you of any delays. Please be sure to let our reception staff know if you wish more than one member of your family to see the doctor. This will allow appropriate time to be allocated. We are committed to continuity of care and every effort will be made to enable you at each visit to see the doctor of your choice.

AFTER HOURS CARE

A deputising Locum service is available seven days a week for emergencies outside of normal surgery hours, telephone 13 26 60.

HOME VISITS

Patients who are unable to attend the surgery for health or transport reasons may arrange home visits. Prior arrangements with the doctor are necessary for all home visits. Emergencies are treated with usual urgency.

RESIDENT CONSULTANTS/ALLIED HEALTH

Professional Podiatry, Psychological and Psychiatric advice is available at Knox Gardens Medical Centre through our resident accredited practicing consultants. **Podiatrist Dr Brian Choi** BSc (Pod) BSc (Gen) MAPodA, **Clinical Psychologist Susie Joseph** MA MAPS and **Consultant Psychiatrist Dr Sujit Sharma** MBBS FRANZCP MRCPsych. Please speak to our receptionists in regard to appointments.

PATHOLOGY

This Practice is attended by St Vincent's Pathology. Our nurse is available on Monday, Tuesday & Friday 8:30AM- 5:00PM, as well as Wednesday 8:30AM- 12:30PM. Appointments are essential.

RESULTS

An appointment is required for ALL test results, results cannot be given over the telephone. Please book an appointment 5 working days after test date.

REMINDER SYSTEM

To improve continuity of care, we offer a reminder service. If, for some reason you do not wish to use this service, please notify us. While we will make every effort to send reminder letters, we must stress it is your responsibility to return for further assessment or checkups if your doctor has indicated this is necessary.

REPEAT PRESCRIPTIONS

Patients requiring repeat prescriptions are asked to make an appointment to see their doctor. A visit to the doctor will ensure that we maintain our high standard of medical service.

MEDICAL CERTIFICATES

Our doctors cannot write backdated certificates for times when patient was not seen by the doctor. Sickness or Compensation certificates extending those originally issued by your doctor will require a further appointment, unless prior arrangements are made with the doctor.

REFERRALS

It will be necessary to have a consultation with your doctor before a referral to a specialist can be arranged.

DOCUMENTS AND FORMS

Sometimes a third party will ask you to have forms filled out by your Doctor. Examples of this include; Immunisation certificates, Department of Social Security Reviews, school camp asthmas action plans, etc. Please make an appointment to see your doctor for these.

TRAVEL HEALTH REQUIREMENTS

Please ask our staff about making an appointment to see your doctor six to eight weeks before your departure to discuss all of your necessary health requirements - bring an itinerary.

PATIENT SUGGESTIONS

Feedback from our patients is very important to ensure that you are being provided with the most professional care. Suggestions or complaints may be placed in the "Suggestion Box" in the Waiting Room area or discussed with the Practice Manager. We will make every effort to respond quickly to your suggestion.

WOMEN'S HEALTH

All of the doctors in the Practice have a keen interest in this important aspect of medicine. Please feel free to discuss any matter which concerns you with your doctor. An extended consultation may be advantageous.

OFFICE STAFF

Practice Manager – Simone, Administration – Sue, Receptionists – Denise, Robyn, Shellie & Nimra, Nurses – Salli & Val

WEBSITE

Our website contains further information, with the address being www.kgmedical.com.au

FEEDBACK & COMPLAINTS

Knox Gardens Medical Centre is committed to providing privacy & satisfaction to all patients. Should patients have any queries in relation to these issues, they may contact our Practice Manager Sue Presgrave or the party below.

Office of the Health Services Commissioner

Level 26, 570 Bourke Street, Melbourne, 3000

Telephone: 1300 582 113 Email: hsc@dhhs.vic.gov.au