

Opening Hours

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

Doctors

The four 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 30 years of experience encompassing all aspects of medicine, including a qualification in Dermatology. His interests are in Family Medicine including hypertension and diabetes, men's health, women's health, immunisation and paediatrics. **Languages spoken:** English, Urdu & Punjabi

Dr Zahoor Ahmad MBBS, FRACGP is an Australian trained general practitioner and brings a broad range of medical knowledge and experience including skills in emergency medicine, men's and women's and paediatric health, mental health and all aspects of family practice. Dr Zahoor loves his profession and is committed to providing high standards and quality medical care to the community. **Languages spoken:** English, Urdu & Punjabi

Dr Vijitha Satheesan MBBS FRACGP who graduated in Sri Lanka in 2000 before migrating to Australia in 2006. She is our resident female Doctor who specialises in all facets of Family and Women's health. Her many years of experience in General Practice enables her to assist all patients with their healthcare needs. **Languages spoken:** English & Sinhalese

National Privacy Principles

Your medical record is a confidential document. It is the policy of this practice to always maintain security for personal health information 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, pathology, counselling, home visits, childhood immunisations, travel medicine including vaccinations for overseas travelers, health checks, 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

Knox Gardens Medical Centre is a **bulk billing** practice 7 days a week including Public Holidays. Fees will apply for Workcover, patients without a Medicare card, and for some medical reports. There may also be some out-of-pocket fees for certain treatments and procedures, these costs will be discussed with you prior to your treatment. Fees are displayed at reception and on our website. We accept payments via cheque, EFT, Visa & MasterCard on the day of your appointment.

Telephone Calls

Doctors are willing to receive urgent telephone calls and will attend to these matters immediately. Less urgent matters, the Doctor will attend to at his/her convenience

Appointments

Appointments can be made by telephoning 9801 3300, by using the online HotDoc booking service or 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 as an extended consultation time may be required.

As with all Medical Centre's, emergencies and serious illnesses are given priority. This may at times lead to small delays, our receptionists will endeavour to advise if any delays occur. 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 your continuity of care and every effort will be made to enable you to see the doctor of your choice on each visit.

Telehealth Consultations

Telephone consultations may be booked with your preferred practitioner during his/her appointment session times. The eligibility requirements required by Medicare to enable us to provide this service is that you must be an existing patient with Knox Gardens Medical Centre, and you must have visited our practice for a face-to-face appointment with one of our doctors in the last 12 months.

After-Hours Care

A deputising **Locum service** is available seven days a week for emergencies outside of normal surgery hours - **PH: 13 26 60**

Urgent Care Clinics (UCC) are also available for after-hours care for people with conditions that require urgent attention but not an emergency response. Please visit <https://www.betterhealth.vic.gov.au/urgent-care-clinics> for your nearest UCC.

Allied Health

Professional Podiatry is available at Knox Gardens Medical Centre through our resident accredited **Podiatrist Dr Brian Choi** BSc (Pod) BSc (Gen) MAPodA,

Pathology

This Practice is attended by 4Cytte Pathology. Our pathology collector is available on Monday, Tuesday and Thursday 8:30am – 12.30pm, Wednesday and Friday 8.30am – 1.30pm, and Saturday 9:00am – 12:30pm. Outside these hours our clinical nurse is available on Monday and Tuesday 8.30am – 4.30pm. Appointments are essential.

Results

An appointment is required for **ALL** test results. Results can be given over the telephone via a Telehealth appointment. Please book an appointment 5 working days after your test date.

Patient Suggestions

Feedback from our patients is very important to ensure that you are provided with the most professional care. Suggestions or complaints can be discussed with the Practice Manager or made anonymously by placing them in writing in the 'Suggestion Box' in the waiting room area. We will endeavour to act upon these as quickly as possible.

Website

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

Interpreter Services

Interpreter services are available if required through the Translating Interpreting Service (TIS) on 131 450.

For patients who have hearing or speech impairments, the NABS (National Auslan Interpreter Booking and Payment Service) can be called on 1800 246 945.

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

For all general inquiries, please telephone **03 9801 3300** our reception staff and they will be able to offer you the best possible assistance.

Knox Gardens Medical Centre

2 Fonteyn Drive, Wantirna South, Vic 31525

Ph: 03 9801 3300 - Fax: 03 9801 2244

Email: reception@kgmc.com.au Web: kgmedical.com.au