

# PRACTICE INFORMATION

## OPENING HOURS

Appointments preferred; on Monday & Tuesday 8:30AM – 8:00PM, 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.

**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.

**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.

**Dr Aamir Cheema** MBBS FRACGP holds a fellowship with the Royal Australian College of General Practitioners. He has worked as a GP since 2008 and as a Registrar in both the Box Hill and Werribee Mercy Hospital Emergency Departments, and as a Consultant of Family Medicine in the middle east for a few years. His areas of interest include mental health, men's health, sports medicine, chronic disease management and preventive medicine. Surgical procedures including skin biopsy, incision and drainage, suturing wounds, Implanon - insertion and removal.

## NATIONAL PRIVACY PRINCIPLES

Your medical record is a confidential document. It is the policy of this practice to always maintain security of 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

Effective 27<sup>TH</sup> May 2023, Knox Gardens Medical Centre will be transitioning to Mixed Billing on Weekends and Public holidays. Fees are displayed at reception and on our website. This Practice will continue to bulk bill for all current Medicare card holders, from Monday through to Friday, with fees for Workcover, patients without a Medicare card, and some medical reports, Fees are displayed at reception. Payments are accepted via 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 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](http://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 a 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 for 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 at each visit.

## TELEHEALTH CONSULTATIONS

Telephone consultations may be booked with your preferred practitioner during his/her appointment session times.

## 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 MRC Psych. Please speak to our receptionists regarding appointments.

## **PATHOLOGY**

This Practice is attended by 4Cyte Pathology. Our pathology collector is available on Monday, Tuesday & Friday 8:30am – 11.20am Outside these hours our clinical nurse is available Monday, Tuesday & Thursday 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 telephone 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 being provided with the most professional care. Suggestions or complaints can be discussed with the Practice Manager or made anonymously by placing it 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](http://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](mailto:hsc@dhhs.vic.gov.au)

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