

## PRACTICE INFORMATION SHEET

### Clinic Hours:

Mon, Tues, Wed, Fri	8:30am to 7pm	Saturday	9:00am to 1:00pm
Thursday	8:30am to 5:00pm	Sunday	Closed
Public Holidays	9:00am to 1:00pm		

### MEDICAL STAFF

Dr. Ehab Mostokly MBBS, FRACGP, DCH  
*General Medicine, Paediatrics*

Dr. Li Yan MBBS, FRACGP, DRANZCOG  
*General Medicine, Obstetrics, Gynaecology*

Dr. Shashi Gupta MBBS, FRACGP  
*General Medicine*

Dr. Dipankar Chakraborty MBBS, FRACGP, DRANZCOG  
*Skin Cancer / Skin Condition Assessment & Procedures*

Dr. Anilkumar Patil MBBS, FRACGP, MD, Skin Cancer Surgery(Cert)  
*General Medicine, Family Health, Vasectomy, Circumcision, Skin Cancer Surgery*

Practice Manager  
Rachael Hatzopoulos

### RANGE OF SERVICES

Allergies  
Dermatology & Skin Checks  
Immunisations  
Paediatrics  
Family Planning  
Quit Smoking Advice  
Travel Health  
Men's Health  
Aged Care  
Children's Health  
Cryotherapy  
Dietician  
Minor Surgical Procedures  
Vasectomy  
Chronic Disease Management

Cardiovascular Disease  
GP Management plans & TCA  
Cosmetic Procedures  
Sleep Apnoea Testing  
Preventative Health Care  
Hearing Tests  
Women's Health  
ECG  
Asthma  
Industrial Medicals  
Psychology  
Podiatry  
Circumcision

### APPOINTMENTS

Appointments enable the Doctor to manage their time to accommodate all patients. There is often also a need to deal with emergencies and patients may require unexpected medical attention. Therefore, we are happy to see 'Walk ins' without an appointment. Patients with appointments are given priority, whilst 'Walk ins' may have to wait. If you are unable to attend your appointment, please contact the practice at least 4 hours before the appointed time, and we can reschedule your appointment.

Appointments can be made via phone, online from our website or in person at the reception desk.

Appointments for existing patients can be made online at [www.clydenorthmc.com.au/appointments](http://www.clydenorthmc.com.au/appointments)

### COMMUNICATION

The Doctors may be contacted during normal practice opening hours. If the Doctor is in a consultation, a message will be taken and our receptionist will follow the message up with your Doctor.

If your matter is urgent please call 000.

The clinic email account

[reception@clydenorthmc.com.au](mailto:reception@clydenorthmc.com.au) is not monitored daily & we recommend all high-priority enquires be directed to a receptionist on 5991 6888. We will endeavour to respond to emails within 2 business days.

### RECALLS & REMINDERS

Our practice is committed to preventative care. We may issue you with a reminder notice or SMS message from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception staff know.

Appointments are required to discuss all test results. In the interest of your privacy, test results are not discussed over the phone. If you do not have an appointment and the Doctor wishes to discuss something with you, you will be contacted by either the Nurse or Reception.

*Receptionists are not qualified to give results.*

## SERVICES

For emergencies please call 000 for an ambulance

For hearing impaired patients  
National Relay Service - 1800 555 660

<https://relayservice.gov.au>

Translation or Interpreter Services  
131 450



## AFTER HOURS

For any emergency call 000 for an ambulance. If you require an afterhours visit you can call the home visiting Doctor on 9429 5677 or 137 425.

Home visits for significant medical problems are available to patients who have attended the clinic within the previous 6 months if the Doctor is in agreement. Home visits are limited within 5km of the practice and incur a private fee. Your request will be triaged by telephone prior to any attendance. If you require afterhours medical care you can call our designated afterhours number on 0447557066.

## PATIENT PRIVACY

In the interest of providing quality health care we have developed a Privacy Policy that complies with the guidelines of the Commonwealth Privacy Act 1988 & The Victorian Health Records Act 2002. All team members understand their responsibilities in regard to your privacy, the confidentiality of your health record and have signed confidentiality agreements. Your record will only be accessed by authorised persons. For more information, please read our Privacy Policy available at Reception.

## PATIENT INFORMATION

As a patient of our medical practice we require you to provide us with your personal details and full medical history, so that we may properly assess, diagnose, treat and be pro-active in your health care needs. We aim to protect the privacy and secure storage of your health information. You have the right to access the information collected about you except in some circumstances where access can be legitimately withheld. Speak to our staff should you require further information.

## FEES

Clyde North Medical Centre is a bulk billing practice. To be bulk billed it is essential that you bring your current Medicare card & Concession card to your appointment. Private fees may be applicable for visits or procedures that are not covered by Medicare. Payments must be made at the time of consultation. Please refer to our summary of fees that are not covered by Medicare, displayed in Reception.

## PATIENT FEEDBACK

Your feedback both positive and negative is an invaluable communication tool and is used to improve our practice and our provision of service. Your suggestions and input into how we can improve our service is always welcomed, there is a suggestion box located at the reception desk for you to drop your suggestions into. If you would like to make a complaint in writing, please address it to our practice manager and it will be dealt with promptly. If you are not satisfied with our response you may contact Health Services Commissioner on (03) 8601 5200.

## SCRIPTS

We ask where possible that you try to obtain your scripts during consultation. If you need repeat scripts we ask that you make an appointment to see one of the doctors, where the medical condition for which the scripts are written can be checked.

## REFERRALS

We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for a continuing problem and need a repeat referral, please advise our receptionist.

## MEDICAL CERTIFICATES

You will need to see a doctor in order to be issued with a medical certificate. Medical certificates will not be requested over the phone and not be backdated.

## MOBILE PHONE USE

Please consider our staff and patients and turn your phone to silent or vibrate. If you need to use your mobile phone, please take your call outside of the clinic

*It is the role of this clinic to provide a caring environment that is safe, welcoming and peaceful for all patients.*

*We respect the rights of individuals and will attempt at all times to treat patients promptly and courteously.*

*We request that patients, in turn, treat staff and other patients with respect, refraining from shouting, swearing or engaging in other inappropriate behavior which may cause harm or distress to themselves or others.*