

PRACTICE INFORMATION SHEET

Clinic Hours:

Monday – Friday	9:00am - 5:00pm
Weekends & Public Holidays	9:00am - 5:00pm

MEDICAL STAFF

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

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

Dr. Magdy Demetry MBBS
General Medicine, Paediatrics, Psychiatry

Dr. Maryan Bottros MBChB
General Medicine

Dr. Sukhnandan Sandhu MBBS
General Medicine, Mental Health

Dr. Fahima Saadzadah MBBS
General Medicine, Women's Health, Preventative Health

SERVICES

General Medicine
Family Planning
Women's Health
Allergies
Dermatology & Skin Checks
Paediatrics
Quit Smoking Advice
Aged Care
Asthma

Children's Health
Immunisations
Men's Health
Cardiovascular Disease
GP Mngmnt plans & TCA
Preventative Health Care
Travel Health
Cryotherapy
Minor Surgical Procedures

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' are welcome but 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 at www.ashbystreetmc.com.au/appointments or in person at the reception desk.

PATIENT REGISTRATION

During COVID19 this practice is not completing any paper based registration forms. New Patient Registration is available on our website and recommended. For those unable to complete an electronic registration our staff can do a verbal registration with you when you present to the clinic.

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. You can also ask to speak with one of our nurses if you believe they may be able to assist you.

If your matter is urgent please call 000.

The clinic email account reception@ashbystreetmc.com.au is monitored during business hours. We recommend all high-priority enquires be directed to a receptionist via phone on 5633 2668. We will endeavour to respond to emails within 2 business days.

FEES

Ashby Street 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.

Patients without Medicare will incur Private Fees as per our Fee Schedule.

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 unless a telehealth consult is booked.

Our practice uses an SMS reminder system for significant results. Patients can opt out during New Patient Registration or at any stage by speaking with Reception. 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. *Receptionist staff are not qualified to give results.*

AFTER HOURS

For any emergency call 000 for an ambulance. If you require afterhours medical care you can call our designated after hours' number on

HOME & NURSING HOME VISITS

Home visits are available to regular patients of the clinic within a 5km radius of the clinic. Home visits are charged at an upfront private fee. Our practice also performs regular visits to local aged care facilities.

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 and not during your consultation.

FEEDBACK & COMPLAINTS

We endeavour to ensure that all patients have a positive experience in the clinic. If you have positive feedback about your experience, we would love to hear it! Should our service not meet your expectations we welcome all feedback to improve our services & make quality improvements. A suggestion box is located in reception & you can remain anonymous if you wish. Please speak to

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. All of our medical records are stored electronically under strict IT security. 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. Our practice has a Collection & Use Statement which explains the information we collect & how we use it.

INFECTION CONTROL

In the interest of infection control during COVID19 this practice does not offer any children's toys or reading material in the waiting room.

Hand sanitiser is available & patients are asked to wear masks and distance themselves appropriately when in the clinic.

Practice staff have completed appropriate training and the clinic is regularly cleaned and sanitised.