

PRACTICE INFORMATION SHEET

Clinic Hours:

Mon – Fri
Public Holidays

8:30am to 4:30pm
CLOSED

Saturday
Sunday

9:00am to 1:00pm
CLOSED

MEDICAL STAFF

Dr. Ehab Mostokly MBBS, FRACGP, DCH
General Medicine, Paediatrics
Dr. Shashi Gupta MBBS, FRACGP
General Medicine
Dr. Yean (Joshua) Huang MBBS, FRACGP
General Medicine
Dr. Jasmin Guevarra MD
General Medicine
Dr. Anilkumar Patil MBBS, FRACGP
Skin Specialist
Dr. Amin Owhadi MBBS, FRACGP
General Medicine
Nurse Practitioner Tracey Palmer
General Medicine, Wound Care
Dr. Guloona Rahman, GP Registrar MBBS
General Medicine
Dr. Mehwish Nasim, MBBS
General Medicine, Paediatrics, Chronic Disease Management
Dr. Nirpa Rawal, MBBS, FRACGP
General Medicine, Paediatrics, Chronic Disease Management
Dr. Barahi Rimal, GP Registrar MBBS
General Medicine, Obstetrics, Gynaecology

Operations Manager | Rachael Hatzopoulos
Practice Manager | Demi Moore

RANGE OF SERVICES

Allergies	Iron Infusion
Paediatrics	Chronic Disease Management
Family Planning	Immunisations
Travel Health	Diabetes Education
Women's Health	Quit Smoking Advice
Men's Health	Sleep Apnoea Testing
Aged Care	Preventative Health
Podiatry	Hearing Tests
Children's Health	Asthma Care
Cryotherapy	ECG
Dietician	Pathology
Minor Surgical Procedures	Mental Health Care
	Cardiovascular Disease Care

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 our existing patients as '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.

Telehealth consultations are also available. These consultations are bulk billed when Medicare criteria is met.

Appointments can be made via phone, online from our website or in person at the reception desk. We offer both in person and telehealth consultations.

Appointments for existing patients can be made online at 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. 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@clydenorthmc.com.au is monitored during business hours. We recommend all high-priority enquires be directed to a receptionist via phone on 5991 6888. We will endeavour to respond to emails within two business days. Please ensure your contact details are up to date. This will assist us if we need to contact you. General email does not use secure encryption. A system is in place should you require documents to be emailed to you.

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 afterhours medical care you can call our designated after hours' number on 0400 921 513.

For priority health issues you may be able to obtain an appointment at the nearest Urgent Care Clinic located at; Narre Warren Urgent Care Clinic
60 Victor Cres, Narre Warren 3805 Phone: (03) 9771 2020

Alternatively, you can contact Nurse on call on 1300 606 024, Casey Hospital on (03) 8768 1200, or Frankston Hospital on (03) 9784 7777.

HOME & NURSING HOME VISITS

If you require an afterhours visit you can call the home visiting Doctor on 9429 5677 or 137 425.

Home visits are available to regular patients of the clinic within a 5km radius of the clinic and are charged at an upfront private fee. Home visits are assessed & are provided at the discretion of the regular GP.

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.

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

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. Mobile phones cannot be used to photograph or take video footage within the practice this includes during medical procedures and vaccinations.

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 our staff who can direct you to our Practice Manager for all complaints. If you are not satisfied with the way your feedback has been handled, you can direct your complaint to the Health Complaints Commissioner on 1300 582 113.

INFECTION CONTROL

In the interest of infection control, 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 in the practice when cold and flu symptoms are present. Patients may also be recommended to have a telehealth consultation instead of attending face to face.

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