

WELCOME TO



Suite 2,2 Waterford Rise, Pakenham, 3810

Ph: (03) 5941 8122 FAX: (03) 5941 8133

Email info@aghapymedical.com.au

www.aghapymedical.com.au

Our opening hours are:

Monday to Friday

9.00am – 6.00pm

Saturday and Sundays

9.00am – 1.00pm

Public Holidays

9.00am – 1.00pm

(We are closed Christmas day, Good Friday

And Easter Sunday)

SERVICES OFFERED BY THE PRACTICE

- General Medicine
- Minor procedures
- Skin and mole checks
- Removal of ingrown toenails
- Iron Infusions
- Venesections
- Spirometry
- ECG's
- Ear Syringing
- Childhood vaccinations
- Cryotherapy (freezing)
- Women's Preventative health
- Paediatrics/ child health checks
- Family planning and contraception advise
- Emergency advise
- Emergency medicine
- Chronic disease management
- Counselling and mental health
- Medicals for license's
- Weight loss or gain advice

Aghapy Medical Centre has Allied Health

On site for your convenience.

- Dorevitch Pathology
Mon, Wed and Fri 8.30 -12.00pm

DOCTORS

Dr Anwar Nan (Male)
Speaks English & Arabic

Dr Goweid Goweid (Male)
Speaks English & Arabic

Dr Urooj Yaser (Female)
Speaks English, Urdu and Punjabi

Dr Mashfika Parvin (Female)
Speaks English and Bengali

Dr Nisha Purayil (Female)
Speaks English & Malayalam

FEES

Medicare is a government funded health subsidy scheme that contributes towards the cost of a person's health care. We accept the Medicare rebate as full payment for our services if you have a current Medicare card. However, the Medicare rebate does not cover the cost of delivering high quality health care, hence we charge an out of pocket fee for our procedures, plastering etc. Our friendly staff will be able to assist you with the fees involved.

If you **do not have a current Medicare card** the consultation fees will be

Short consultation, Less than 5 minutes	\$35.00
Standard Consultation up to 20 minutes	\$70.00
Long Consultation up to 40 minutes	\$85.00
Public Holidays	\$85.00

We accept cash or EFTPOS and all major credit cards

APPOINTMENTS

Appointments are preferred with your Doctor of your choice. Urgent cases do not need an appointment and will be seen by the first available Doctor. We do accommodate for "Walk-In patients" however these appointments cannot be guaranteed to be with your preferred Doctor. Please note that patients with appointments will be given first priority and walk-ins will be allocated appropriately in between.

If your appointment is not for a standard consultation, kindly inform reception staff so the appropriate time can be allocated.

Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays.

Appointments can also be made online via Health engine or directly from our website.

If you have a life threatening emergency- even if you are not certain – Always call an Ambulance on "0 0 0"

Otherwise call our staff on 03 5941 8122 and you will be advised of the best course of action.

AFTER HOURS

Medical care is available when we are closed by the Home Doctor Service. If you require medical attention outside opening hours, please telephone 13 74 25 (13 SICK)

HOME VISITS

Doctors may perform home visits when if appropriate, and if appropriate, and if time allows this. However they are generally restricted to those who are a regular patient of the clinic and are too frail or ill to get to the clinic.

We have better facilities to accurately diagnose and treat you at the practice than are possible at home

YOUR PRIVACY

Aghapy Medical Centre respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask reception if you would like a copy of our Privacy Policy.

TELEHEALTH COSULTATIONS

Our Doctors will do telehealth consults to patients that have visited the practice within the last year. Doctors are able to prescribe scripts, medical certificates, Referrals and Test results.

However it is illegal for Doctors to back date or postdate and certificates or referrals.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or family member) require this service, please inform the reception staff when making the appointment.

ATTENTION TO ALL PATIENTS

This practice has a **zero tolerance** for **abusive and threatening** behaviour against staff. This includes **shouting, swearing, aggressive actions, threats, inappropriate gestures and name calling** Abusers will be asked to leave the clinic and have their file transferred to another practice. Refusal to leave will results in the Police being called.

SUGGESTION & COMPLAINTS

Your feedback is important to us. Aghapy Medical aims to serve you the best way we can. We welcome your suggestions on how we can improve.

We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or ask to speak to the Practice Manager. If your complaint is unresolved, please contact Health Complaints Commissioner, 26/570 Bourke Street, Melbourne Ph.: 1300 582 113

TEST RESULTS

Where blood test and other investigations have been ordered, an SMS will be sent to your mobile to contact the practice to make a follow up appointment. You can discuss your test results either in person or telephone consult with your doctor.

RECALLS AND REMINDERS

Our practice uses an electrical recall system for both results and reminders (eg: pap smears, immunisations ect).

You will be notified via SMS unless you opt out. If you do not wish to receive SMS's, please let reception staff know.