



Dr ABI KAKA
Dr OLU FAROTIMI
Dr VINAY BHALLA
Dr DEVESH DHULEKAR

Phone 4978 1133

Appointments: Please phone 4978 1133 for an appointment. Every effort will be made to accommodate your preferred time. Emergencies will be given priority and our reception staff will attempt to contact you if there is any unforeseen delay. Longer consultation times are available so please ask our receptionists if you feel your appointment is other than a routine visit. Please notify the reception staff on your arrival at the surgery. If you are unable to keep your appointment phone the surgery as soon as possible.

Hours:	Monday – Friday	8.00am - 5.00pm
	Saturday	9.00am - 11.30am

After Hours The practice provides 24 hour care for patients by the doctors of the practice. Please ring the normal surgery number (4978 1133) and the answering service will advise how to contact the doctor on call.

Home Visits: Home visits are available for regular patients whose medical condition prevents them from attending the surgery.

Services Available: General check ups, preventive health assessments, pap smears, family planning, pregnancy tests, share care antenatal, ECG, heart check, lung function testing, hearing tests, vaccination: children and travel, minor surgery: stitching cuts, removal of moles and sunspots, liquid nitrogen for removal of sunspots and warts, industrial medical assessments, advice and consultation, sports medicine, and skin checks.

Results: While our reception team are unable to give results over the telephone they are able to advise whether the doctor wishes to discuss them urgently, relatively soon, or at your next visit. Always phone the surgery to ensure that your results have been received, and checked.

Translation Service: Please advise in advance if translation services are required so that suitable arrangements can be put in place

Fees and Billing Arrangements: Fees are payable at the time of consultation by cash, cheque or EFTPOS. We provide mixed billing in the practice where by pensioners, Health Card holders and children younger than sixteen are bulk billed during surgery hours. Veterans may sign the service voucher. Some companies have prior arrangements for the care of their employees. There is a Private payment of \$100 for skin excisions, \$50 for toenail removal, \$25 for nonattendance and \$200 for home visits. Please be aware these private fees are NOT medicare rebatable

Reminder System: Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

Feedback: We would like to hear your comments. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. If we are unable to resolve an issue and you feel that you need to discuss the matter outside of the surgery there are several options available including The Medical Registration Board, AMA or Health Complaints Commission.

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. If you require a copy of your medical record, please ask your treating doctor.