

## Nursing Services

Practice Nurse Manager; Jenny Williams

Nursing staff assist with the improvement of health outcomes by contributing to and enhancing the management and prevention of ill health through;

- Immunisation / Vaccination
- Recalls
- Patient Education
- System Management
- Acute & Chronic disease management
- Wound dressings (charges may apply )
- Health screening
- Ear Irrigation (charges may apply)
- Smoking Cessation
- Health Assessments
- Care Plans
- INR Monitoring
- Diabetic review
- Blood Pressure Monitoring

## After Hours

**For all After Hours/ Emergency visits please contact the Clinic on 5622 3377, 5625 5044 or 0400 810 101 for the Doctor on Call.**

## Communication with the Clinic

Please inform the Clinic when you have any change to personal information or contact details.

The Clinic maintains patient contact details to communicate with the patient as necessary. With patient approval, this includes using mobile phone numbers to send text messages to remind patients of upcoming appointments or other clinic related information. Patient phone calls to doctors are usually limited during consulting hours, but doctors will return calls to patients before the end of the day.

Patients may use an interpreter service to assist with language difficulties. The Clinic does not encourage the use of family members or friends to act as translators.

## Scripts, Results and Referrals

Unless exceptional circumstances with doctor approval, the Clinic requires appointments to be made by patients for scripts, results and referrals. Patient reminders for recall or result follow up are generated and mailed daily to patients.

## Patient Health Information

Patients at this clinic have the right to access their personal health information (medical record). The Clinic manages all patient health information according to relevant State and Federal Legislation. The Victorian Health Services Commissioner is able to receive and resolve complaints about health service providers including complaints about disclosure of health information and access to health information. Health Services Commissioner - <http://www.health.vic.gov.au/hsc/complaint.htm>

The National Privacy Commissioner is able to receive complaints concerning privacy issues. Complaints will have a response within 28 days. National Privacy Commissioner <http://www.privacy.gov.au/complaints> Privacy hotline 1300 363 992. Full copies of the Clinic Privacy Policy are available from the Practice Manager.

## Fees and Billing Arrangements

All patient consultations at our Drouin Clinic will be bulk billed. Pensioners, health care card holders and children under the age of 16 will also be bulk billed at the Warragul Clinic. Other patients at the Warragul Clinic will not be bulk billed. Current cards are to be sighted and updated before bulk billing will apply. Fees are payable on the day. A \$10 billing charge will be added to accounts not paid on the day.

If you are referred to another Doctor (eg. Specialist) you should be aware that there may be additional fees and costs and you will need to check with this specialist.

## Patient Feedback

The Clinic welcomes all feedback. A suggestion box is available at Reception, and complaints can be made verbally or in writing to the Practice Manager at any time. See also Patient Health Information section for details of Government bodies that receive complaints from patients.



## Central to your Health

170 Normanby Street  
Warragul, 3820  
Ph: 03 5622 3377  
Fax: 03 5623 6079

61 Commercial Place  
Drouin, 3818  
Ph: 03 5625 5044  
Fax: 03 56251655



## **Practice Manager – Phil Thompson**

### **Clinic Hours**

Patients are seen by appointment during the following clinic hours;

#### **Warragul;**

Monday to Friday; 8.00am to 7.30pm  
Saturday and Sunday; 9.00am to 3.30pm

#### **Drouin;**

Monday to Friday; 9.00am to 5.00pm

The Clinic provides 24 hour care for patients through a roster of Doctors from this Practice.

### **Appointments**

Please ring the Clinic on 5622 3377 for Warragul or 5625 5044 for Drouin.

Every effort will be made to accommodate your preferred time and Doctor. Emergencies will always be given priority and our reception staff will attempt to contact you if there is an unforeseen delay.

Please indicate when making appointments if you require a longer consultation.

**Why not try our online appointment facility for existing patients only.**

See [www.centralclinic.com.au](http://www.centralclinic.com.au)

Home visits will only be conducted for regular patients, subject to the medical need, the inability to attend the clinic, and a visit safety risk assessment.

Patients may receive follow up letters if appointments are missed. On the second occasion in 12 months a fee of \$60 may apply.

Central Clinic Drouin and Warragul utilise a single medical record system; your records are accessible by Doctors at both locations for your convenience.

**Reception services are shared at both locations. Occasionally you may speak with a Warragul staff member when booking at Drouin.**

## **General Practitioner**

### **Dr Roberto Celada**

MD, FRACGP, Dip OBST, RACOG

### **Dr Kethees Ketheeswaren**

MBBS DRANZCOG, FRACGP

### **Dr Floarea Roman**

MD, FRACGP, DRANZCOG

### **Dr Bill Fraser**

MBBS, FRACGP, DIPRANZCOG

### **Dr Wayne Thompson**

MBBS, FRACGP, B.Ed, MHA

### **Dr Aloka Chatterjee**

MBBS, FRACGP

### **Dr Richie Emmerson**

MBBS, Dip Child Health

### **Dr Rowena Martin**

MBBS

### **Dr Manju De Silva**

MBBS

### **Dr Sam Haifi**

MBBS, FRACGP

### **Dr Sahar Shirkhanloo**

MD, FRACGP

### **Dr Mano Ariyasinghe**

MD, FRACGP, DCH

### **Dr Pey Yeong**

MBBS

### **Dr David Abdelmalak**

MBBS

### **Dr Mavis Vaz**

MBBS

### **Dr Soe Tun**

MBBS, FRACGP, DCH

### **Dr Renuka Balasubramaniam**

MBBS

### **Dr Vidya Chakrapani**

MBBS, FRACGP

### **Dr Saud Ahsan**

MBBS

## **Specialists**

**Dr Soumya Basu;** Child and Youth Psychiatrist MD, FRANZCP, Adv Cert Child and Adol Psych

**Dr Stephen Ah-Kion;** Physician Endocrine & Diabetes Medicine- MBBS, FRACP

**Dr Shafeat Jamil;** Oncologist  
MBBS, FRACP

**Dr Michael Farber;** Geriatrician  
MBBS, FRACS

**Dr Siva Ravindran;**  
Endocrine & General Surgeon  
MBBS, FRACS

**Dr Yogendra Agrawal;** Adult Psychiatrist  
MBBS, DPM, MD, FRANZCP (Tele health appointments only)

**Dr Hugo Fernandes;** Gynaecologist  
MBBS, FRANZCOG

**Dr Martin Ebenezer;** General Physician  
MBBS, (Hons), MD, FRACP

**Dr Paul Huang;** Respiratory Physician MBBS  
BMedSc FRACP

**Dr Chiew Wong;** Cardiologist

## **Allied Health**

**Brian Gray;** Mental Health Nurse

**Faeza Mahmood;** Dietician

**Amit Gupta;** Hearing Life

**Nicholas Sedley;** Exercise Physiologist

**Philip Hunter;** Physiotherapist

**Karen Herbert;** Diabetes Educator

**Melanie Krop;** Clinical Psychologist

**Glen Barker;** Stress Echocardiographer

**Trischa Edwards;** Echo Cardiographer

**Dr Thomas Lambert;** The Foot and Ankle Clinic

**Debbie Riley;** Gippsland Lung Function