

### What we offer

We hope your first visit to our practice will lead to a relationship of many years where you develop a strong bond with your GP and the nursing and receptionist staff who care for you and your family.

Our practice serves the local community, keeping you healthy by appropriate medical treatment when needed and sharing advice on how to maintain good health and prevent illness whenever possible.

As a teaching practice we often host registrars and students, they're fully supported by our experienced staff and are always full of enthusiasm and eagerness to excel at general practice.

### Practice Leader

Thishali Arangallage

### Clinical Leader

Glenda Guest

### Practice Nurses

Janet Harlow	Marie Wilkinson
Jessica Eves	Bianca Carlesi
Ellen Gasket	Kelsey Burslem

### Receptionists

Patricia	Emma	Emily
Karen	Michelle	
Claire	Fiona	

### Our Philosophy

Preventative medicine to keep you healthy.  
Combining modern technology with the latest clinical evidence to help manage your health.

### Our Services

Child health	Childhood Immunisations
Health checks	Men's Health
Women's Health	Contraception
Mental Health	Chronic disease management
Travel Medicine	

### Fees and billing arrangements.

Fees are payable at the time of consultation by cash or credit / debit cards. The current fees can be seen at reception or on our website.

Children under 16, valid Pension, valid DVA & valid HCC holders will be bulk billed.

All accounts must be settled on the day. We have a no credit policy.

If you have any questions regarding our fees, please discuss this with us.

### Appointments

Please phone **9216 2600** for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time, for example when consulting for multiple problems or completing forms. Please let us know this when you book the appointment.

### Smoking policy

This practice has a no smoking policy.

### Website

[www.merndamedical.com.au](http://www.merndamedical.com.au)

### After hours service

Mernda Village Medical Centre has contracted Doctor Doctor locum service to provide our out of hours care for our registered patients with no charge. You can contact Doctor Doctor by telephone when we are closed on: 8341 1713

### Practitioners

Dr Shah Awang	Dr Shalini Balachandran
Dr Saty Bhat	Dr Manasi Deshpande
Dr Irina Fast	Dr Muna Sharma
Dr Bimal Shrestha	Dr Seng – Hui Tan
Dr Mirenda Shakya	

### Your rights, feedback and complaints

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. Should you need to make contact, our practice leader on sites email address [www.merndamedical.com.au](http://www.merndamedical.com.au).

If you feel there is a need to take your concern further, you may prefer to contact the Victorian Government Centre for handling healthcare complaints, see details below.

Health Services Commissioner

30th Floor, 570 Bourke St, Melbourne Vic 3000 Complaints and information: 1300 582 113

Telephone: (03) 8601 5200; Fax: (03) 8601 5219

Email: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au);

Web: [www.health.vic.gov.au/hsc/index.htm](http://www.health.vic.gov.au/hsc/index.htm)

### Reminder System

Our practice is committed to preventative care. We will automatically include you on our reminder system. We may issue you with a reminder notice 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 receptionist know.

### Results policy

In the interests of best practice and privacy, and unless otherwise advised, you should book an appointment one week after any investigations/tests have been performed. It is your responsibility to book this follow up appointment to get your results.

### Home and other visits

Home visits are available at the discretion of our GPs. Due to a high workload, this is not always available and for matters of medical urgency or illnesses that require hospital assessment or care, you may be asked to attend the local hospital. Please enquire regarding fees.

### Opening Hours

Monday	8:00am to 7:00pm
Tuesday	8:00am to 7:00pm
Wednesday	8:00am to 7:00pm
Thursday	8:00am to 7:00pm
Friday	8:00am to 5:30pm

### Care outside normal opening hours

We have contracted to the Doctor Doctor Service to provide Out of Hours care. When we are closed, you can contact them on 8341 1713

### Telephone access

If you phone the Clinic requesting to speak to your doctor, you will be asked to leave a contact number and a brief description of reason for call. We aim to return phone calls within 24 hours. If the matter is urgent, either your doctor, another doctor or the practice nurse will be able to take your call immediately.

**Should you feel seriously unwell, be suffering chest pain or severe shortness of breath, you should call an ambulance on 000 immediately. Minutes could save your life.**

In many instances, the doctor or nurse will be unable to provide advice over the telephone.

If unwell, patients should attend the clinic in person.

### Privacy of information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorized members of staff. We abide by the 10 national Privacy Principles available at

[www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html).

Copies of the Practice Privacy Policy are available at reception or on our website.

[www.merndamedical.com.au](http://www.merndamedical.com.au).

### Communication

In line with our privacy policy, our practice will only engage in communicate via telephone, SMS message, in person and fax. We are not able to guarantee the security of emails, sent or received and as a result we will not be able to engage in email communications.