

## Home Visits

Home visits are available to patients who are not able to come to the surgery due to their medical condition. Most home visits are conducted during the evening but if it is urgent, the doctor available will come and see you as soon as possible.

## Recall and reminder system

The surgery has a recall and reminder system to assist patient care. A reminder letter will be forwarded from the nursing staff, should an appointment be required.

## Acupuncture

Acupuncture is one of the many services offered at the surgery. We provide laser acupuncture treatments. Please be aware there is private fee charges. Check with reception staff when booking the appointment. Pension and Healthcare card holders will be bulk billed. Appointments are necessary for acupuncture as they tend to be 30 minutes consultations

## Patient feedback and complaints

If you are unhappy with any aspects of the care you receive from this practice, we would like to be informed and will try to help you resolve it as best we can, if you are still not satisfied or would like to take the case further, you may contact the health services commissioner:

### Health Services Commissioner Complaints and Information

**Telephone:** 1300 582 113

**Website:** [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

Or write to:

### Health Services Commissioner

26<sup>th</sup> Floor 570 Bourke Street  
Melbourne 3000



*Your health is our first priority! We care for it!*

137 Moondarra Drive,  
Berwick, VIC 3806

**Phone:** 03) 8786 9596 **Fax:** 03) 8786 7963

### *Surgery Hours*

**Monday to Friday:** 8:00am – 7:00pm

**Saturday:** 9:00am – 3:00pm

**Sunday:** Closed

*Our website:* [www.woodleighwaters.com.au](http://www.woodleighwaters.com.au)

### *General Practitioners:*

Dr John TSENG

Dr Jayanthi Murali MONOHAR

Dr Sharmini AMALAN

Dr Htay Htay AUNG

Dr Farzana MAZID

Dr Yi WANG

Dr Phyo THEIN

Dr Zarli KYAW

### *Nurse:*

Esther

Vera

Kirah

Rebekah

## Practice Philosophy

Our philosophy is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness. We are committed to promoting health, wellbeing and disease prevention to all our patients. We treat all patients with dignity and respect, regardless of their nationality/ethnicity.

## Privacy and Confidentiality

All consultations are confidential. We value your privacy; therefore all patient details, including health and financial details, are kept private and confidential. There is also a patient privacy brochure available at reception.

## After Hours and Emergency

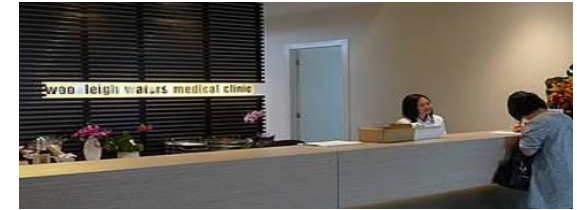
The surgery employs a locum service to provide medical care to patients after hours and in the event of an emergency. When Patients call before 11pm on weekdays, please call 0490 173 469 and medical services will be arranged for you. Please be aware there will be an additional \$100 charged on top of the Medicare rebate fees for services provided between 6pm to 11pm on weekdays. After 11pm on weekdays, weekends and public holidays, please call 13 7425(13SICK) and our locum service will assist you.

## Appointments

Most of the consultations at the surgery are by appointment. The receptionist staff will attempt to allocate a time that is most suitable for you. It would also be helpful if you mention to the receptionists before booking your appointment whether it would be a long on (20 mins), which is for multiple or complex problems, or a short appointment (10 mins). We also have some walk in appointments available. We will put you in with a doctor that is available but you may have to wait.

## Fees

We provide bulk billing to all the patients who hold a valid medicare card. However there may be additional charges for medication we provide or consumable materials that are not reusable. We accept credit cards and have EFTPOS facilities.



## Telephone Calls and Communication with Doctors

Most telephone inquiries will be taken by the receptionist staff. If for any reason you need to speak to a doctor, a message will be taken and the doctor will get back to you. This is to avoid interrupting another patient's consultation.

## Results

It is recommended that all patients make a follow up appointment to obtain tests results. This appointment will be bulk billed. The practice will contact you regarding any urgent results so please ensure we always have up to date contact details. Please be aware that the practice staffs are unable to discuss any test results over the phone