**BLACKBURN SOUTH MEDICAL CENTRE**

***Information Sheet***

**164 Middleborough Road, Blackburn South, 3130**

**Ph: 9890 0031, Fax: 9193 5022**

**www.blackburnsouthmedicalcentre.com.au**

**Practice Hours**

Open weekdays 8:00am – 7:00pm

Blackburn South Medical Centre is an accredited medical practice established in the 1980’s. We also have a sister practice – Doncaster Medical Centre at 963 Doncaster Road, Doncaster East. Call them on 9841 8788 or 9841 8177 to make an appointment with one of their doctors.

***General Practitioners***

**Dr Margaret Evers** *(MBBS, FRACGP)*

Special Interests: women’s and children’s health

**Dr Sumay Tan-Sudarmana**

Special Interests: all areas of general medicine.

**Dr Deborah Tse**

Special Interests: women’s health; pre-pregnancy planning and antenatal care; children’s health; preventative health for men and women; health screening; childhood and adult immunisations; travel medicine; corporate and pre-employment medical assessments

**Dr Shirley Tang**

Special Interests: family medicine, women’s health, mental health, dermatology, aged care and Implanon insertion removal.

**Dr Sukhwinder Marwaha** *(MBBS, FRACGP, Diploma Child Health, Cert. in Skin Cancer Medicine)*

Special Interests: Skin cancer checks and their management, Annual Comprehensive Health Checks, TAC/WorkSafe, Iron Infusions, Minor Surgical Procedures, Pre-Employment Medicals, Sports Medicine.

**Dr Ju-Min Wong**

Special Interests: all areas of general medicine.

**Dr Uma Swaminathan**

Special Interests: all areas of general medicine.

**Dr Johnny Lin**

Special Interests: preventive health, weight management and nutrition

**Dr Sheen Sern Goh** *(MBBS, FRACGP)*

Special Interests: all areas of general medicine, particularly in skin cancer medicine, men’s health and preventive medicine.

***General Practitioner Availability***

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| --- | --- | --- | --- | --- | --- |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| **Dr Sumay Tan-Sudarmana** | 9:00 – 3:15 | 9:00 – 5:15 |  | 9:00 – 3:15 | 9:00 – 3:15 |
| **Dr Deborah Tse** | 9:00 – 4:15 |  | 9:00-4:15 |  | 9:00 – 4:15 |
| **Dr Shirley Tang** | 9:00 – 4:45 |  | 9:00 – 2:45 | 9:00 – 4:45 |  |
| **Dr Sukhwinder Marwaha** | 10:30 – 5:45 | 10:30 – 5:45 |  | 10:30 – 5:45 | 10:30 – 5:45 |
| **Dr Ju-Min Wong** | 9:30 – 1:15 |  |  | 10:00-12:45 |  |
| **Dr Uma Swaminathan** |  | 2:00 – 5:15 | 2:00 – 5:15 |  | 2:00 – 5:15 |
| **Dr Johnny Lin** | 10:00-3:30 | 10:00-3:30 | 10:00-3:30 |  | 10:00-3:30 |
| **Dr Sheen Sern Goh** |  | 9:00-4:45 |  | 9:00-4:45 |  |

***Allied Health Professionals***

***Psychiatrist*** – Dr Justin Kuay (Thursday 1:00pm-6:00pm)

***Optometry*** – Jim Gargalionis (Thursday 3:00pm-6:00pm)

***Diabetes Educator*** – Ginn Chin (Monday)

***Other key staff members***

Medical Practice Manager/ Receptionist: Gayanne, Flora, Arina, Martha, Dee, Jess, and Linda

Nurses: Lauren, Yvette, Marybelle

***Pathology on site:***

Australian Clinical Labs

Open 8:00am-4:00pm Monday to Friday (Closed for lunch 1:30-2:00pm)

Pathology nurse on site: Lynn Treeby

No appointment required; walk-ins welcome

***Other services available at our practice***

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| --- | --- | --- |
| * General family medical care * Women’s health * Men's health * Children's health * Antenatal care * Minor surgical procedures | * Skin cancer medicine * Musculoskeletal & sports medicine * Immunisations * Health assessments * Care plans | * Spirometry (Lung function testing) * Iron infusions * Paramedical services * Dermatology * Implanon insertions |

***Other services***

Our clinic also utilises TIS national Interpreting Services (who are available Mon-Fri 8am-6pm). Their phone number is 1300 131 50. Please let the reception staff know if you need to utilise this facility.

***Medical Appointments:***

Please phone 9890 0031to make an appointment or book online at [www.blackburnsouthmedicalcentre.com.au](http://www.blackburnsouthmedicalcentre.com.au) via a program on our website called HotDoc ([www.hotdoc.com.au](http://www.hotdoc.com.au)). Emergencies will be given priority. Please notify our receptionist if longer consultations are required as this may affect billing and time.

We do request one hours’ notice to move or cancel your appointment.

***Telephone calls***

You may contact the practice between 8:00am and 7:00pm Monday to Friday. Our reception staff will perform a three-point identifier check to ensure the correct patient file is matched to the patient on the phone. Our reception staff may use a triage system to assess the urgency of your needs and concerns. Please note, it is often not possible to speak to the doctor at the time of calling. If this is the case, a secure message will be sent to the doctor who will return the call when possible. Exceptions may be made if the matter is deemed to be urgent.

Our practice communication policy can be obtained at any time from reception or downloaded from our website.

***Fees and Billing***

We are a mixed billing practice. Children 16 and under, pensioners and health care card holders are bulk billed. All other patients are privately billed.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Consultation** | **Item No.** | **Doctors Fee** | **Medicare Rebate** | **Out of Pocket Expense** |
| **Short Consultation** | Face-to-face: Item 3  Telephone: Item 91890 | $55.00 | $18.20 | $36.80 |
| **Standard Consultation**  **(<20 mins)** | Face-to-face: Item 23  Telephone: Item 91891 | $85.00 | $39.75 | $45.25 |
| **Long Consultation (>20 mins)** | Item 36 | $130.00 | $76.95 | $53.05 |
| **Prolonged Consultation**  **(>40 minutes)** | Item 44 | $165.00 | $113.30 | $51.70 |
| **FotoFinder**  Private  Pensioner/HCC Holders |  | $200.00  Bulk Billed | $76.95  Bulk Billed | $123.05  Bulk Billed |
| **Iron Infusion**  Private  Pensioner/HCC Holders |  | $220.00  $160.00 | $76.95  $76.95 | $143.05  $83.05 |

***Obtaining results, scripts and repeat referrals***

If you are awaiting test results, please contact reception to determine if your results have been received. Reception staff will then be able to assist you in making an appointment with your doctor to discuss your results. Your doctor or reception staff may also contact you upon receipt of clinically significant or urgent results to arrange an appointment.

For scripts and referrals, please contact reception to make an appointment.

***After-Hours Care***

**In the case of an emergency please ring 000**

If you require urgent medical attention after hours, please go to your nearest hospital or contact

Doctor/Doctor 13 26 60. Alternatively, contact My Emergency Doctor service on 1800 000 366 or National Home Doctor Service (13Sick) on 13 74 25.

***Skin cancer clinic***

Our practice provides Mole Mapping checks via our FotoFinder machine for accurate diagnosis and removal of skin lesions. Please speak to Dr. Sukhwinder Marwaha, Dr Ju-Min Wong or the receptionists for more information.

***Vaccines and Immunisations***

We strongly encourage all children to complete their immunisations. This can be arranged through the doctors or nurses.

If you are travelling abroad, you may also need extra vaccinations. Please discuss this with your doctor, as some vaccinations need to be given a month or so before travelling and we may need to order them in as they may not be on site.

***Reminder system***

Our practice is committed to preventative care and to that end your doctor will offer appropriate health services via our recall system. Please inform us if you wish to be removed from this service.

***Privacy and Confidentiality- Management of Personal Health Information***

Your medical records are private and confidential. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members or staff. We abide by the 10 National Private Principles available at <http://www.privacy.gov.au/health/index.html>

Our practice privacy policy can be obtained at any time at reception or downloaded from our website.

***Zero Tolerance for Abusive Behaviour***

This medical practice has a zero-tolerance policy for abusive or threatening behaviour directed against staff or patients. This includes shouting, swearing, threats, name calling, racist comments and inappropriate gestures. Without exception, abusers will be required to leave the clinic immediately and transfer their medical care to another practice. Refusal to leave will result in the police being called.

***Parking***

Parking is available directly behind of the clinic and can be accessed via Hastings Avenue.

***Smoking***

For health and safety reasons, there is a no smoking policy on our practice premises

***Feedback and Complaints***

Our practice encourages patients and other people to give feedback, both positive and negative, as part of our partnership approach to healthcare. You may choose to provide feedback by speaking directly to our staff members, or alternatively, by sending an email to [reception@bsmedical.com.au](mailto:reception@bsmedical.com.au). Feedback can also be provided via our patient feedback and suggestion form that is available in the waiting area.

If you feel we have been unable to resolve a particular issue, please feel free to speak with your doctor or receptionist. You also have the right to contact the Health Services Commissioner on 1800 136 066 (toll free) or (03) 8601 5200.

Email: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au) Web: [www.health.vic.gov.au](http://www.health.vic.gov.au)

*Please contact our friendly medical reception staff for further information*