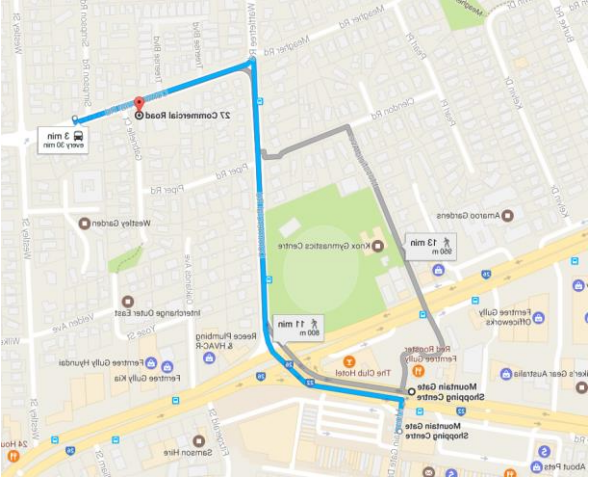


PATIENT INFORMATION SHEET	PATIENT FEEDBACK	MAKING APPOINTMENTS
<p>Dr Ranil Uduwela MD/FRACGP Dr (Mrs) Charitha Ranasinghe MBBS/FRACGP Dr Brian Dunn MBBS/ MRACGP</p>	<p>Patient feedback is important to us If you have any Complaints at all about any aspects of our service would you kindly discuss them with your doctor and our staff. If you have any complaints that you do not want dealt with by us here in our practice, then you may write to the below address:</p> <p>Health services commissioner Level 30, 750, Bourke street, Melbourne, Vic 3000. Tel: 03 8601 5222 Free call: 1800136066</p>	<p>Appointments are made by phoning the surgery. We run an appointment system, but we keep a few appointments times open to fit in urgent or emergency appointments. Staff will make appointments with the doctor. We ask for your understanding should an emergency cause delay with existing appointments.</p> <p>AFTER HOURS For urgent after hours' medical problems please attend the emergency department at nearest hospital or dial 000. Call us after our GP on 0400155498.</p>
<p>27, COMMERCIAL ROAD, FERNTREE GULLY, Vic.3156</p> <p>Telephone-03(97522407) Fax 03(97522431)</p> <p>OPENING HOURS Mon to Friday 8.30am to 7pm Saturday 9.00am to 1.00pm Sunday closed Public Holidays 9am to 12.00pm</p>		<p>LONG CONSULTATION Please inform the receptionist if you are making an appointment for more than one family member or if you wish to have a longer appointment time Ex: medical assessment, immunisation, etc.</p> <p>HOME VISITS home visits are available for patients whose condition prevents them from attending the surgery. Non-urgent home visits require 24-hour notice.</p>

PRACTICE STAFF

In the surgery, our friendly reception Elizabeth, Abby and Andrew are willing to help patients with any queries about accounts, practice management or any other inquiry that is related to the practice. We also provide removal of skin lesions and detection of skin cancers by dermoscopy we provide advanced streams of medicine with a new technology in this area with the highest of standards.

FEES

We are a bulk billing clinic as long as patients have a Medicare card. If a patient does not have an existing Medicare card they will be billed on the day of their consultation.

TELEPHONE CALLS

The doctor can be contacted by phoning during the surgery hours. When the doctor is with a patient your message will be relayed to them when they are free, and they will return your call. Calls regarding emergencies will be dealt with immediately.

TEST RESULTS

Pathology, x-ray or other results are an essential aspect of medical care and filed in patients records. However, it is your responsibility as ours to check results will be available so you can either call or make an appointment.

PRESCRIPTIONS

Prescriptions are available by consultation only.

IMMUNISATION

The practice offers all immunisation available. Ex: Childhood immunisation, travel and routine vaccinations to all patients.

TIS (TRANSLATING INTERPRETER SERVICES)

TIS is a telephone interpreter service and is free to any patient who require an interpreter at their consultation.

PATIENT HEALTH REMINDERS

In the interests of our patient's health, this practice remind patient by phone or a letter regarding important tests. Immunisation due or medical reviews that are due. However, if you do not wish to be advised of these reminders please advise the doctor of our practice staff.

PATIENT EDUCATION

Information is available via the doctor on all aspects of health and wellbeing for patients. These are kept in the consulting rooms or the doctors and various at the reception desk. If you need information regarding these ask the reception or the doctor.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical records are 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 the authorised members of this practice.