



KYABRAM REGIONAL CLINIC

98 FENAUGHTY STREET
KYABRAM VIC 3620

TEL 03 58521888
FAX 03 58522151

TONGALA CLINIC
44 MANGAN STREET
TONGALA VIC 3621

TEL 58590504
FAX 58590248

DOCTORS:

DR. ROBERT BRUN
MB.Ch.B. F.R.C.S.E.
Special Interests: Surgery

DR. PETER HOOL
MB.BS Special Interests: Anaesthetics

DR LEE CHEN TAY
MB.BS Special Interests: Anaesthetics

DR SALLY ABUKHUMRA
MB BS

DR LAM NGUYEN
MB.BS

DR CAROLINE SHIPLEY
MB.BS

DR JESSICA HETHERINGTON
MB.BS

DR HOSNA SADEGHI
MB. BS

DR RAJESH GEORGE
MB.BS

DR HRISHI GAVANKAR
MB.BS

DR SUMITHA KUMAR
MB.BS

PRACTICE NURSES:

KATE, ERICA, JESS & LEANNE

STAFF:

PRACTICE MANAGER: AMELIA

OFFICE MANAGER: JESS

RECEPTION: DENISE, JULIE, DI, VICKI, RUTH,
GEORGIE & JANE
TONGALA: DI

SURGERY HOURS.

KYABRAM:

MON – FRI 8AM - 6PM
APPOINTMENTS 8AM - 5.00PM

Closed on weekends and public holidays.

TONGALA:

Tuesday 8:30AM - 12PM
Wednesday 9AM – 12PM
Thursday 9:30AM –12PM
Friday 8:30AM - 12PM

AFTER HOURS SERVICE:

The practice provides care for emergencies through a roster of doctors from this practice. There will be a recorded message on our telephone number 5852 1888 for the patients to follow.

HOW TO SEE YOUR DOCTOR:

You can make appointments at the Kyabram and Tongala clinics during their business hours listed above.

Where possible we encourage patients to request their preferred doctor, however they are not always available so you may need to make an appointment with one of the other doctors if you feel it is urgent. Please inform the receptionist of the urgency.

APPOINTMENTS:

The doctors try to keep waiting times for patients to a minimum. If other family members require the doctor, please make separate bookings. Unforeseen emergencies may disrupt the doctor's schedule. If you feel you have been kept waiting an unreasonable length of time, please speak to the receptionist.

URGENT APPOINTMENTS

Are available on a daily basis, however they may not be with your preferred doctor. These appointments are booked very quickly.

LONGER APPOINTMENT

If you have a problem or several problems, which you believe might be rather complicated to sort out, please ask for a long consultation.

HOME VISITS:

Doctors perform home visits at their own discretion based on each case.

CANCELLATIONS:

It would be appreciated if patients could notify the surgery as soon as possible if the appointment is no longer required.

LANGUAGES:

It would be helpful if patients who have only limited English would bring an interpreter if possible. If not, we can arrange an interpreter through the Interpreter Service on 131 450.

TEST RESULTS:

Patients are advised by their doctor to make an appointment for their results. However, each day our doctors check all their incoming results and depending on the outcome may recall the patient for a follow up appointment. It is important you attend these appointments.

TELEPHONE CALLS:

To prevent constant disruptions whilst consulting, the doctors are happy for non-urgent messages to be sent through and they will endeavor to return these messages at the end of their sessions however it is best to make a follow up appointment to speak with the GP.

FEES:

Please settle accounts within 30 days. Discounted rates apply for the same day payments. We accept Eftpos and all major

credit cards. Veterans are bulk billed. Excepting Veterans, all patients seen at the hospital out of surgery hours will be sent an account. If you are unable to meet an account payment or have any financial or other problems, please speak to your doctor or the practice manager.

If you would like to know the cost of a particular procedure or visit, the reception would be happy to look it up for you.

YOUR PRIVACY, OUR POLICY:

The provision of quality health care requires a doctor – patient relationship of trust and confidentiality. Consistent with commitment to quality care this practice has developed a policy to protect patient privacy in compliance with privacy legislation.

OUR POLICY INFORMS YOU:

- That we need your consent to collect information about you
- Why we need to collect your information.
- How your information will be used by us and to whom we may need to disclose it
- That you may request access to the information we hold about you
- That you may discuss any concerns you have about how we handle the information

Further information on our policy is available. Talk to your doctor or ask at reception for a copy of our privacy policy pamphlet.

RECALL / REMINDERS

Our practice uses several computer-generated recall / reminder systems, such as reminders for Pap smears, diabetic reviews etc. These are all to enhance the efficiency of the practice and prevent patients missing important reviews with their doctor. If you wish not to be included, please advise doctor at your next consultation.

Our practice also participates in the National Bowel Cancer Program and Victorian Cytology Pap Smear Registry

PRACTICE SERVICES AVAILABLE

Our practice is fully equipped with a number of services available that include the following, ECG's, 24-hour B/P

monitoring, Spirometry testing. With regards to our nursing staff 1 is qualified to perform PAP Smears and 3 are qualified nurse immunisers. We also have on-site pathology services.

TEACHING PRACTICE

This surgery is a teaching practice and will have medical students from time to time. Prior to your consultation you will be asked permission for the medical student to be present. Please inform the reception staff if you do not wish the medical student to be present at your consultation.

SUGGESTIONS & FEEDBACK

We welcome any constructive suggestions on ways we can improve or enhance our practice. It would be preferred if suggestions could be made in writing so they can be presented at the doctors' regular meetings.

CODE OF ETHICS & ANY COMPLAINTS:

The doctors try to always maintain the highest professional standards and adhere closely to the AMA's code of ethics. A copy of this is available on request. If you are unhappy with any aspect of the care you receive from the practice, we are keen to know about it. Please feel free to talk to your doctor or the practice manager about your concerns or you may wish to contact the Health Services Commissioner, 30th Floor, 570 Bourke Street, MELBOURNE VIC 3000
Tel No: 03 86015222 or 1800 136066

PRACTICE MANAGER:

If you have difficulty using any of the services at the surgery or have an inquiry of a non-medical nature, our practice manager will try to help you.