

## Welcome to Rosedale Family Medical Centre

The team at Rosedale Family Medical Centre provide personalised and affordable healthcare to suit your needs. It is our goal to promote and enhance the health and wellbeing of others and to deliver a high standard of care for the best possible health outcomes.

### Opening Hours

Monday to Friday 8.30am – 5.30pm  
Saturday and Sunday - Closed

Closed Public Holidays

### AFTER HOURS:

**Currently an after-hours service is not provided by our Doctors.** If you have concerns, please speak to your doctor.

### AFTER HOURS EMERGENCY CARE:

Phone Emergency	000
Central Gippsland Health	5143 8600
Latrobe Regional Hospital	5173 8000
Nurse on call 24 Hours	1300 606 024
After Hours GP Helpline	1800 022 222

### Medical Records

Medical records are *strictly* private and confidential, and are not disclosed to any outside party without your written authorisation.

### Medical

Dr. Petra Konowalous  
Dr. Charles Luiz  
Dr. Zafar I Zafar  
Dr. Noman Ahmed

### Nursing

Mrs. Margareth Read, RN Div. 1  
Ms. Sarah Giles, EEN

### Administration

Practice Manager: Mrs. Elaine Ripper  
Reception: Ms. Hayley Luxford

### Dental

Dentist: Dr David McMahon  
Dental Therapist: Ms. Rachel Ripper  
Dental Nurse: Mrs. Courtney Jones

### Additional Services:

Melbourne Pathology Collection Centre  
Mental Health Social Worker  
Audiology - Hear Care

Postal Address:  
P O Box 109  
Rosedale VIC 3847  
Phone (03) 51992124



# Practice Information

**Phone: (03) 5199 2124**

**Fax: (03) 9040 2060**

95 – 99 Princes Street  
**Rosedale VIC 3847**

2017

### **Appointments**

We are a Private Clinic, we would appreciate 24 hours notice to change or cancel your appointment as **Non-Attendance** fees apply. Appointments can be made in person, by phone or you can book an appointment online 24/7 at [www.rosedalemedical.com.au](http://www.rosedalemedical.com.au) When a longer appointment is required please advise Reception staff to avoid long waiting times for others.

### **Arriving at the Clinic**

Please advise Reception upon your arrival. We will advise you of any delays.

### **Waiting Times**

Emergencies happen unexpectedly and cannot be avoided, which may cause delays. We will keep you informed of any expected waiting times and offer you the option to reschedule your appointment.

### **Vaccinations / Immunisations**

We provide all scheduled children's and adult vaccinations. Please discuss with your doctor. Children's immunisations are scheduled for Wednesdays.

### **Home Visits**

Home visits are available for those with considerable medical conditions. Please discuss this with your Doctor.

### **Dressing Fees**

Fees are dependent on the complexity of individual needs.

### **Prescriptions**

Appointments are necessary for all repeat prescriptions.

### **Test Results**

Your doctor will request you to attend an appointment for test results. You will be contacted if your results are urgent.

### **Reminder System**

Your consent is required to be included in our reminder and recall system. This will include a variety of Preventative Health Care Services appropriate to your individual care. If you do not wish to receive this service, please notify Reception.

### **Referrals to Specialists**

It is necessary to see your Doctor to obtain referrals to specialists. Your Doctor evaluates the urgency and then will arrange for you to see the specialist suited to your problem. A referral will contain details including medical history, current medication, allergies and any relevant test results. If you prefer a specific specialist, discuss this with your doctor.

### **Payment on Day**

Generally, we are a Private Clinic, patients who hold a Pension or Health Care concession card may be bulk billed. All children under the age of sixteen will be bulk billed.

Medicals and specific procedures are NOT Bulk Billed, you will be advised when booking an appointment. Payment of invoices are expected to be paid on the day. We can also claim your Medicare rebate refund for you at the same time.

### **Costs of other Services**

If you are referred to other health professionals, you may incur a cost and be expected to pay on the day for services. Please ask Reception if you have any queries.

### **Telephoning your Doctor**

We understand that occasionally the need may arise for you to speak to your Doctor. The Doctor may not be available at the time of your call. You can leave a message with Reception staff to request your Doctor to call you back in a timely manner.

### **Services**

Rosedale Family Medical Centre provide an extensive range of healthcare including

- Dr Zafar, Dr Luiz and Dr Noman specialising in skin checks, lumps bumps and men's health.
- Dr Petra, Acupuncture
- Dental services

### **Visiting Allied Health professionals:**

- Audiology
- Mental Health

### **Pathology**

We are an approved Melbourne Pathology Collection Centre enabling on site collection for all patients.

### **Suggestions / Questions / Complaints?**

We endeavour to provide personalised and caring services to all clients. If you have a question or a problem, please feel free to talk to your Doctor or our Reception Staff.

For your convenience, we have a suggestion box located in the waiting room. However, you may wish to take complaints to the Victorian Health Service Commission who you can phone on 1800 136 066.