

Practice Doctors

Dr Nam H. Duong

(MBBS. FRACGP)

Dr Imraan Ansari

(MBBS. FRACGP)

Dr (Mrs) Chau T K Le

(MBBS. DIP OBS R COG)

Dr A S Ansari (Telehealth Only)

(LLM RCP LLM RCS IreI)

Practice Manager

Elaine

Practice Nurses

Cheryl RN1, Arrienne RN1, Huong RN1, Anh RN1 and Ronalyn RN1

Practice Staff

Gamze, Michele, Chau, Catrina and Hayley.

Surgery Hours

Monday to Friday.....9am- 5pm

Saturday..... 9am-12pm

For Medical Emergency – call 000

Afterhours Doctor

For afterhours medical care please call Hello Home Doctor on **13 4100** or book online at:-

<https://hellohomedoctor.com.au/book-online/>

Other Services Offered

Practice doctors are experienced in the broad range of general practice problems and the treatment of all age groups.

- Adult and Kids Immunisations
- Travel and Covid-19 Vaccinations
- Minor Surgery & Cryotherapy
- Blood Tests, ECGs
- GPCMP (Care Plans), Mental Health Plans & Health Assessments
- Employment Medical Examinations
- Asthma Action Plans
- PAP Smears & Pregnancy Care
- Implanon insertions/removals
- ATSI Health

Allied Health Services

- Physiotherapist – Ty Lam
- Psychologist – Ms Linda Roglic
- Optometrist – Mr Haroon Moosa
- Podiatrist – Katia Overmars

Billing Arrangements

From November 1, 2025, our practice will bulk bill all eligible **standard GP consultations** for patients with a valid Medicare card. Other services (eg: minor surgical procedures, letters, forms) may attract Out of Pocket Fees. Please refer to our Billing Policy at Reception for further details.

Medical Students. Some doctors at this practice are Clinical Teachers and provide medical students with experience in General Practice. There may be a medical student present during your consultation. Please speak to the receptionist if you have any concerns ●

SPECIAL PRACTICE NOTES

To assist our doctors with treatment and early detection of disease, please specify any relevant information such as ethnicity, Aboriginal or Torres Strait Islander, positive family history of disease and immunisation status.

Referrals. Doctors in this practice are competent at handling all the common health problems. When necessary, they are able to draw on opinion from Specialists, and if need be, refer you for further investigation. You can discuss this openly with your doctor.

Telephoning your doctor. Although most problems are best dealt with in consultation, a doctor or nurse will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires a face-to-face appointment or a Telehealth consultation.

Parking. Is available at the REAR of the Medical Centre. There are two designated Disabled Parking bays. This clinic facilitates wheelchair access to all areas including the toilets.

Repeat Prescriptions/Certificates/Test Results. Prescriptions and Certificates are legal documents and should only be given by the doctor upon examination of the patient. Telephone requests for prescriptions are not good medical practice and can be dangerous, however, some of these requests may be done via Telehealth if appropriate. Test results also require a follow-up consultation and may only be discussed over the phone with the doctor if appropriate via a Telehealth consultation.

Recall and Reminder system. Our practice has a computerised recall and reminder system that complies with current RACGP standards. We may contact you by SMS or telephone when your doctor wants to follow up on results or issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of the reminder system, please let us know at reception.

Smoking Policy. This practice has a No Smoking policy. Smokers are advised to dispose of cigarette butts in the designated receptacle at the rear carpark of the clinic and to refrain from smoking within 4 metres of the entrance areas.

Interpreter Service. This practice is registered with the TIS. If you require interpreting services, please advise the receptionist.

Emails. These are checked regularly by our staff. Please do not send appointment requests, questions relating to your health condition or sensitive/confidential information that requires urgent response via email unless specifically instructed. Our practice does not send or receive emails on behalf of patients.

Your medical record is a 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 authorised staff members. A more detailed privacy policy is available at reception. *(Please ask one of our friendly receptionists if you require a copy.)*

Comments & Suggestions. If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Feel free to talk to your doctor or our Practice Manager about any problems you have. We believe that problems are best dealt with within the practice, but if still dissatisfied you may contact the Health Services Commissioner. Toll Free: 1800 136 066.

APPOINTMENTS – FACE TO FACE or TELEHEALTH/TELEPHONE. Some doctors at this practice run by appointment. Walk-ins are accepted, however, on busy days we may not be able to accommodate patients without appointments. Our doctors prefer face to face appointments; however, Telehealth and Telephone appointments are available to eligible patients who are Covid Positive or have similar symptoms and patients who have mobility problems. **Due to a shortage of doctors, this practice is currently unable to accept new or inactive (no attendances in the last 2 years) patients.**

Childhood immunisations also require an appointment. We will do our best to see all patients as close to their appointment time as possible, however, emergencies are given first priority.

Home Visits. Our doctors will make home visits if absolutely necessary for clinic patients who cannot attend the clinic. After hours medical care is available to our patients via Hello Home Doctor on 13 4100.

Booking a long appointment. If you want an insurance medical, Centrelink forms, pre-employment medical, Taxi/Commercial Vehicle Driver Medical Assessment, please make an appointment with your regular treating doctor. Some of these services are not claimable from Medicare and attract a private fee. Some forms/reports cannot be done on the day and adequate prior notice is required.