



PATIENT INFORMATION SHEET

Mandalay Family Clinic
Dr R Yu Dr Aung Gyi Dr Aye Aye Aung
59A Hopkins St
Footscray 3011
Tel: 96872544
F: 96878448
E: mfc@mandalayclinic.com.au
FOR EMERGENCY dial 000

CLINIC HOURS:

Mon- Sun 9:00 am -6:00 pm

CLOSED for lunch:
1:00 pm – 2:00 pm

Appointments: Appointments can be made by contacting the clinic by telephone, e-mail, fax or walk in. Please advise reception if appointment is no longer required. Let the receptionist know if you need a longer consultation.

Phone Calls: Messages can be taken and answered during our opening hours.
Urgent appointments will be treated as such.

Translation: For patients with language difficulties a Translator Service can be arranged, either on the telephone or in person. Reception will need to be advised if an interpreter is needed.

Home Visits: Home visits are provided by this clinic at the discretion of the doctor and where it is safe and reasonable.

After Hours: During our closing hours our phone is diverted to HOME DOCTOR SERVICE, they will attend home visits.
Ph: 137425 / 13SICK

Recall/Reminders: If the Doctor has results for a patient, we will telephone them and remind them to come back to the clinic for them. Reception will let you know if the Doctor requires seeing you urgently. We comply with the national and state Victorian register of the National Cervical Screening Program.

Patient Privacy: Your Medical records are confidential. Our policy is always to maintain the security of your personal health information. If your records need passing onto a new GP or Specialist, we will do so if your signature is on an appropriate form or requested by a Specialist. A copy of our Privacy Policy is available on request.

Fees: Our practice Bulk Bills under Medicare. Patients without Medicare face a \$65:00 fee, Long visit \$120
Procedures- \$40, Non-Medicare \$120

Patients are given enough information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, treatments or referrals, to enable them to make informed decisions about their healthcare.

Please be aware referrals to Specialist or investigations may incur additional expenses

Health Assessments & Health Check:

Health assessments for senior citizens over 75 years are important to maintain good health and quality of life. We can arrange these check ups which are Bulk Billed.
Just speak with our staff today and make an appointment for a “longer” consultation.

Employment Medicals/Taxi Forms:

These consultations may be longer than usual. There is a \$100:00 fee for patients.

Patient Complaints: This practice has a process whereby complaints can formally be made to a designated staff member e.g. The Practice Manager via the suggestion box. The staff will acknowledge the complaint and pass them on to the Doctor as soon as possible.

This Practice attempts to address any grievances internally. Patients are entitled to forward their complaint to **Health Services Commission Level 26, 570 Bourke St, Melbourne VIC 3000. or Tel: 1300582113 E: hcc@hcc.vic.gov.au**

General Practitioners:

Dr. R. Yu (MBBS, MFAM MED, FRACGP, FACRRM): Family Medicine, Paediatrics & Medical Education (Mon- Thurs)

Dr Aung Gyi (MBBS, MFAM MED, FRACGP, FACRRM & DHSM): Family Medicine & Obstetrics (Friday)

Dr Aye Aye Aung (MBBS, AMC, FRACGP): Family Medicine & Paediatrics (Saturday & Sunday)

Dr Amanda Mills Registrar (MBBS): Women's Health, Weight management (Monday- Friday)

Practice Nurse: Mrs Helen Mann (RN, BN, PG Cert of Primary Care Nursing)

Accredited Cervical Screening provider & Accredited Immunisation provider

Practice Staff: Reception: Julliet, Paw Ler Moo, Tammy, and May Day

Other services:

Specialist: Dr Nyan Lynn (MBBS, FRACP) Neurologist & Clinical Neurophysiologist

Allied Health: Osler Tjuandra (Physiotherapist) Capital Physiotherapy Here:- Monday- Saturday

Pathology: 4Cyte pathology Here:- Monday, Wednesday & Saturday 9am-1pm