

## PATIENT INFORMATION SHEET



**Mandalay Family Clinic**  
167 Heaths Road  
Hoppers Crossing 3029  
Tel: 03 9731 6125  
Fax: 03 9731 6145  
admin@mandalayfamilyclinic.com.au

**CLINIC HOURS:**  
**Mon- Sun 9:00 am -6:00 pm**  
**CLOSED FOR LUNCH**  
1:00 pm – 2:00 pm  
(Closed on public holiday)

### FOR EMERGENCY dial 000

**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:** Translator Service can be arranged for patients with language difficulties, 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.

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.

**Fees:** Our practice Bulk Bills are under Medicare. Patients without Medicare face a \$65.00 fee on the first standard consultation and a long consultation will be \$100.00. Procedures-with Medicare \$50, without Medicare \$150

### **Employment Medicals/Taxi Forms:**

These consultations may be longer than usual. There is a \$150.00 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**

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

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

**Dr Min Min Thant (MBBS,AMC) Family Medicine & Obstetrics**

**Dr Aung Than Lin (MBBS) Family Medicine & Refugee Health**

**Practice Nurse: Ms Esther Zo Par Iang & Ms Christiana Meh**

**Practice Manager: Mrs Beauty Mardanamootoo**

**Practice Staff: Reception: Juliet, Paw Ler Moo, May Day, Deborah, Naomi & Eh Gay Gay**

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