

# Patient Information

**General Practitioners:**

Dr.Kingsley Joseph  
Dr.Pavatharani Devapriya  
Dr.Mehrdad Eshraghi  
Dr. Ransimala Mudiyansele

**After hours Service**

Home doctor  
(please refer to clinic opening hours)  
Tel: 13 SICK (7425)

**Practice Manager**

Ruby Fernando

**Nurse Staff**

Tintu George

**Practice Staff**

Allie Smith  
Dhilki Denagamage

**For After Hours**

Home Visiting please call  
Tel: 13 7425

**Emergencies Dial 000**

Your closest hospital for  
emergencies is

**Sunshine Hospital**  
Furlong Road  
St Albans VIC 3021  
Ph: 03 8345 1333

**Translator Services**

For patients with language difficulties a telephone translator service can be arranged on 131 450. Please advise reception if you think this might be needed.

## Airport Health

124 Mickleham Road  
Tullamarine. Vic 3043

Tel: 9338 1055

Fax: 9338 7776

Email: admin@airporthealth.com.au

**Health Assessments & Health Checks: Bulk Billed**

Health Assessments for senior citizens over 75 years are important to maintain good health and quality of life. Comprehensive check up for all ages can be bulk billed. Speak with our doctor today and make an appointment for a longer consultation.



**X-Rays and Ultrasounds**

X-rays and ultrasounds are performed by off site by diagnostic imaging centres. Appointments for these services can be made by calling 03 8312 7888. Bulk Billing may not apply to all services.



**Children's Immunisation**

Our doctors actively promote preventative immunisation, especially for children, but also for adults of all ages.

Routine childhood immunisation available to children through the **Australian Childhood Immunisation Program** which is coordinated by the ACIR. Vaccines are free for children that qualify under this program and the service is bulk billed. To check your child's immunisation status you can ring 1800.653.809 or ask the Practice Staff to update your records with ACIR.

**Diabetes, Cholesterol, Blood Pressure**

You don't have to be overweight to be at risk of diabetes, cholesterol or high blood pressure.

Often high cholesterol and high blood pressure go hand in hand with diabetes and a simple test can be reassuring. Ask for a longer consultation.



**Flu Vaccines**

The flu season is fast approaching, have you considered a flu vaccine this year. Flu vaccines are free to people over 65. For those not eligible for the Government funded vaccine, local pharmacies have supplies available with a script from your doctor at our clinic.

**Allied Health**

Physiotherapist—Anthony

**Clinic Opening Hours**

Monday to Saturday

8am to 5pm

**After hours Service**

Home Doctor Service

WWW.AIRPORTHEALTH.COM.AU

medicare

**Bulk Billing**

Appointments  
& Walk Ins  
Welcome



**Airport Health Tel: 9338 1055**

**www.Airporthealth.com.au**

### **Fees**

All Medicare related consultations and most home visits are bulk billed to Medicare. Most pathology or x-ray services you may require are also bulk billed. To be bulk billed it is essential that you bring with you a current Medicare card and pension card or concession card. Patients without a current Medicare card will be charged a \$50 fee which must be paid at the time of the consultation. Some services, including medical screenings for work or vehicle licenses cannot be billed to Medicare and will incur additional fee.

### **Home Visiting and After Hours Attendances**

Home visiting is available to patients who have attended the medical centre within the previous 12 months. Home visiting and after hours attendances are provided by our National Home Doctor Service Telephone **13 7425**. Your request for after hours home visit consultation will be triaged by the call centre prior to any attendance.

### **Appointments**

Appointments can be made by telephoning the surgery or book online via our website or healthengine. Appointments enable the doctor to manage his time so as to accommodate all patients. There is often also a need to deal with urgent problems and to see patients who need unexpected medical attention. We are therefore happy to see patients who 'walk in' without an appointment. Patients with appointments are given priority whilst 'walk in' patients may have a wait.



### **Extended Appointments**

If you think you might need extra time with the doctor please advise the receptionist when making your appointment.

### **Patient Privacy**

Your medical records are confidential. Our policy is to maintain security of your personal health information at all times. In the interests of providing quality health care we have developed a privacy policy that complies with the Commonwealth Government legislation and recognises the rights of our patients to privacy.

Information leaflets are available at the centre outlining our policy. Further information regarding the legislation is available from Federal Privacy Commissioner, Free Call 1300.363.992 or [www.privacy.gov.au](http://www.privacy.gov.au)

### **Patient Feedback**

We believe that problems of any sort are best dealt with by the practice and we would always wish to know if you were unhappy with any aspect of our service. Patient questionnaires are available at the reception desk. Your suggestions and input into how we can improve our service is always welcome. However if there is a problem which you wish to clarify with the office for handling health industry complaints you should contact the Health Services Commissioner, 30<sup>th</sup> Floor, 570 Bourke Street, Melbourne, 3000. Telephone 8601 5200

### **Telephone contact with your Doctor**

Doctors in this practice can be contacted during surgery hours. However, for concerns of confidentiality and risk of errors, *results will not be given on the phone*. If the doctor is with a patient when you call a message will be taken for the doctor to return your call later. In emergencies a doctor will always take the call.

### **X-ray Films:**

If you have had an x-ray the films can be collected at the reception desk for you to keep. If you are referred to a specialist in relation to these x-rays you will need to take the films with you to your appointment.

### **Reminders & Recalls:**

Patients are recalled or advised as per doctors advise, i.e., normal (where no action is required, abnormal (where patients need to be called over supplied contact numbers on at least three occasions after which a registered mail is sent to the patient with the doctors consent, return urgently (where treating doctor advises the patient to return urgently or seek urgent attention at the Emergency Department of a public hospital.

Our practice is committed to preventative care and has a system of registering patients for recall for clinically significant results and preventative advice. We also participate in the use of registers in national/state reminder systems. We may issue you with a reminder notice from time to time as appropriate. Please advise the receptionist / viz. your Patient Registration form if you do not wish to participate in these programs. Are you interested in receiving reminders by SMS or email? If so, leave your mobile number and email address with our Receptionist.

### **WHAT YOU SHOULD KNOW:**

Practice Opening hours

Home Visiting and After hours contact numbers

Reminders & Recalls

Patient Privacy

Patient Feedback

Telephone Contact

Fees

X-Ray Films