

intend to discuss or intend to have an excision or medical examination (for insurance purposes), please notify the reception staff when making an appointment so that they may book a longer consultation. Only Emergencies will be placed with the first available doctor.

INTERPRETER SERVICE

Interpreter service is available, please inform the receptionist if this is needed

MANAGEMENT OF YOUR PERSONAL HEALTH RECORDS

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 ensure that this information is only available to authorised members of staff. Your written permission is required before they can be disclosed to a third party.

RECALLS

If you have abnormal test results a recall letter will be sent to you or you will be contacted by one of our professional reception staff requesting you to return to see the doctor. Please call the surgery to make an appointment at your earliest convenience.

New privacy laws do not allow us to give results over the phone, please make an appointment with your doctor to receive the test results. Appointment for reviews are all bulk billed.

PATIENT FEEDBACK

If you would like to provide the surgery with any feedback we have a box and forms located in the waiting area and would appreciate it if you could put your suggestions forward. We take your concerns and suggestions seriously and if you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it.

COMPLAINTS

Despite our best intention, complaints may arise. our practice deals with complaints in a courteous and understanding manner. Patient satisfaction affects health outcomes and our practice acknowledges that patient complaints are an important source of customer feedback. If you have a complaint please bring the matter to the management team. The matter will be investigated and you will get a written response within two weeks. If you are not satisfied with the outcome you can contact the Office of the Health Service Commissioner on 1300 582 113

Seaford Beach Family Clinic

115 Nepean Hwy, Seaford VIC 3198

Tel: (03) 9773 6622

Fax: (03) 9773 6211

Practice Information

Welcome to our Family Practice. We are a Bulk Billing Medical Centre

Our aim is to offer personalised comprehensive health care for you and your family on a continuing basis.

Our surgery has been styled to offer an environment which is warm, friendly and cheerful.

Our motto is:

“To strive for outstanding service & care”

Doctors:

Dr. Mohib Yousef Special interest in Skin Cancer

Dr. Carolyn Ghabrial Special interest in child and women's Health

Dr. Mahshid Beheshti Special interest in Women's Health

Dr. Milad Ghanei

Dr Emily Nixon

Allied Health:

Ms Karen Mansfield Psychologist

Mrs Aslihan Tokgoz Psychologist

Mr Michael Morkos Physiotherapist

Mrs Katharina Zimmermann-Kah Dietician

Mr Gerges Farag Podiatrist

Staff:

Our staff strives to cater for the needs of each of our patients with compassion, care and efficiency.

Practice Manager: **Emelda**

Our nurses: **Louise & Michelle**

Our receptionist:

Rachael, Danielle, Hanna, Megan, Madison, Katie, Tyla and Andrea

HOURS OF CONSULTATION

Monday - Friday	8:00 am - 8:00 pm
Saturday	8:00 am - 5:00 pm
Sunday	10:00 am - 5:00 pm
PUBLIC HOLIDAYS	10:00 am - 2:00 pm

Fees

Our clinic is a bulk billing clinic. However, out of pocket fees might apply on some procedures, private forms or for consultations with allied health providers. For more information, please ask the reception staff.

RESULTS

For legal reasons, results can only be given to the person concerned for all patients 16 yrs or older. Your doctor may have omitted to inform you during your consultation to make another appointment for the results of your blood test/x-rays, ultrasounds etc. When making this appointment please advise the staff if it is for results only. Even if your results are normal you may need further assessment and review. A good example of this is a mammogram result for a breast lump. A normal scan does not completely exclude a problem and a further review maybe required.

INTRODUCING OUR SERVICES

Skin check
Skin cancer surgery
Women's Health including examination and Pap Smears
Family Planning & sexual health including fitting coils and implanon
Antenatal shared care
Men's health
Chronic disease management e.g, osteoporosis, high Blood pressure, diabetes, heart diseases, asthma, etc
Blood Collection
Health checks for 4 year old, 45-49 year old and over 75's
Geriatrics
Immunisation
Travel vaccinations
Work cover
Pain Management

Sleep studies
Psychology
Physiotherapist
Podiatrist
Dietician

TELEPHONING YOUR DOCTOR

You can contact your family doctor during normal hours. A message will be taken by our friendly reception staff as the doctors cannot always be interrupted during a consultation but would be happy to return your call at a later time. Our practice staff will endeavour to help with your queries as much as possible. If the call is an emergency you will be put straight through to the doctor.

AFTER HOURS CARE

If you require urgent medical attention outside of our normal surgery hours, please contact the Locum Service, National Home Doctor service, on **13 74 25 (13 SICK)**

HOME VISITS

Doctors will perform some home visits when appropriate, but these are generally restricted to those who are too frail or ill to attend the surgery. Home visits are available to our patients, via our Locum Service on **13 74 25 (13 SICK)**

SPECIALIST REFERRALS & SCRIPTS

Due to legislation you must be assessed by a doctor before seeing a specialist and obtaining a referral. Also, before a script can be issued to you, according to the legislation you must be assessed and reviewed by a doctor. Therefore an appointment is **necessary** for you to obtain either a script or a referral.

EMERGENCIES

These can be seen at the Emergency Department of the Frankston Hospital located on Hastings Road, Frankston. Telephone Number: 9784 7777. Emergency Ambulance: 000

MAKING APPOINTMENTS

You can make an appointment with the doctor of your choice by telephoning the surgery. We book routine appointments every 15minutes, however regrettable delays may occur if there have been emergencies or if the surgery is very busy. You can help avoid delays. If you have a number of medical issues to discuss or