

## WE VALUE YOUR FEEDBACK

We encourage you to let us know how you feel about any aspect of care received at this practice. Please speak to the doctor or receptionist about any issues related to the service provided by any member of our team. Feedback can also be given in writing by placing your written comments in the suggestion box in the waiting area.

Patients wishing to make a complaint about any health service in Victoria can contact Health Services Commissioner  
Complaints and Information  
Telephone: (61 3) 8601 5200  
Toll Free: 1800 136 066  
E-mail: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

Or write to: Health Services Commissioner, 30th Floor  
570 Bourke Street, Melbourne.  
3000  
Victoria, Australia

## REFERRALS TO OTHER PROVIDERS

Please note that you may incur an out of pocket expense for services provided by other practitioners, this includes specialists, tests and investigations or allied health providers. Please check when you are making appointments what fees will be payable.

## OUR COMMITMENT

This practice is committed to providing comprehensive care to all patients

We respect your privacy and the confidentiality of your personal health information, We follow the Royal Australian College of General Practitioners "Handbook for the management of health information in private practice"

Our practice has a written policy on personal health information, a copy of which is available at reception



**MASON POINT MEDICAL CENTRE**  
2/40 Bush Boulevard, Mill Park  
VIC 3082 Ph: 03 8650 1888  
F: 03 8560 1889



*Caring for your health!*

MASON POINT  
MEDICAL CENTRE



**TEL: 03 8560 1888**

#### PRACTICE HOURS

Monday to Friday

9.00AM —5.30PM

#### WEEKENDS - CLOSED UNTIL FURTHER NOTICE

Please telephone reception to make an appointment. Longer appointments are available on request.

Urgent or emergency medical issues may be given priority, our staff will attempt to contact you if a delay is anticipated.

#### AFTER-HOURS CARE

After-hours care is provided by Doctor Doctor on 13 26 60 . If required the deputising service will visit you at home. This service is bulk billed.

#### IN AN EMERGENCY PLEASE CALL 000

At Mason Point Medical Centre we are committed to providing high quality medical care with minimal waiting times. We have a small team to provide one on one care tailored to suit your needs for optimal healthcare. We aim to focus on preventative medicine incorporating all the usual expectations of a General Practice.

Our doctor is Australian trained and will be providing your health care needs with the help of a fully qualified Division one Nurse.

We vision health promotion and self-education as a way to promote healthcare of the general population as well as using the expertise of the doctors to provide all round medical care.

#### FEES

We are a Bulk Billing Practice. Medicare rebateable items do not incur a fee. Please be aware certain services are not Medicare rebateable and will incur an out of pocket expense. Please visit our website for further information.

#### HOME VISITS

Home visits are available to our regular patients whose conditions prevent them from attending the practice. Home visits are limited to patients living in a 3 km radius of the practice. If you require a home visit please contact us as early in the day as possible. The timing of the visit is made on discussion with the doctor and her availability. Please be advised that if there are emergencies at the clinic, the doctor will be attending to those as a priority and you will be instructed accordingly.

#### TELEPHONE CALLS

You can contact the doctor by telephone during our opening hours. If the doctor is consulting a message will be taken and your call returned as soon as possible. Emergency calls will be transferred to the doctor immediately.

#### RECALL AND REMINDER SYSTEMS

This practice participates in an active recall and reminder program for preventive health issues as well as giving information to state and national health registers (immunisation/ pap smear). If you do not wish to receive a recall letter or have your information shared for this purpose please inform our staff.

#### TEST RESULTS

Please make an appointment to see the doctor to discuss the results of any tests you have had performed. We will contact you if any test results require urgent attention. Please ensure we always have your correct contact details.

#### OUR DOCTOR

Dr. Ganga Poologanathan is a graduate of the University of Tasmania and has been practicing in the area for the last 4 years. She completed her Fellowship in General Practice in 2011. Her specialist interests are Women's & Children's Health and Antenatal care.

#### OUR SERVICES

##### General Medical Care

- ◇ Chronic disease management
- ◇ Women's & Children's Health
- ◇ Immunisations
- ◇ Health Assessments
- ◇ Men's Health
- ◇ Health Promotion
- ◇ ECG
- ◇ Venepuncture
- ◇ Basic plastering
- ◇ Dermoscopy
- ◇ Smoking cessation
- ◇ Mental Health

##### Minor Surgery

- ◇ Removal of lumps & bumps
- ◇ Implanon insertion/ removal

##### Antenatal Shared Care

- ◇ Pregnancy confirmation
- ◇ Antenatal monitoring
- ◇ Foetal Doppler Assessment

And we hope to provide all our services without prolonged waiting times!