

## Appointments

Whenever possible, we ask that you make an appointment for the GP, however we accept walk-in patients. Appointments are essential for allied health providers. Please call at least 24 hours in advance if you need to cancel or change your appointment time. Walk-in patients will be seen in between appointments. Longer appointments are available upon request.

## Home visits and Telephone Access

Home visits are available for regular patients whose condition prevents them from attending the surgery. Home visits may be performed by our practice nurse, the locum doctor, in consultation with your regular GP. Our practice GP is often in consultations with patients, therefore may not be available to take your call immediately. Your enquiry will be handled by reception or nursing staff in communication with your GP and will be followed up by the GP if required. Your call will always be put through to the GP or nurse in an emergency.

## Fees and billing arrangements

Malvern Road Family Medical Centre is a mixed billing practice Bulk billing is only available to all patients who hold a current valid Medicare card over the age of 65. Private fees are payable at the time of consultation by cash or electronic payment. Fees will vary according to length of consultation and services provided. Fees for special procedures or consultations may be discussed with your doctor or reception staff.

## Immunisations

Vaccines which are listed on the Victorian Immunisation Schedule are available free of charge to eligible patients including non-Medicare card holders.

## Test Results

Test results are reviewed daily by Dr. Ali Azzam and depending on the urgency of the result, they are phoned to return to the clinic to see a GP. We also have a recall and reminder system to notify patients that their results are in and require discussion through HotDoc.

## Privacy Policy for Patients

Your Personal Health Information and your Medical Record may be collected, used and disclosed for the following reasons:

- For communicating relevant information with other treating doctors, specialists or allied health professionals
- For follow up reminders or recalls (such as a phone call or letter if the doctor wishes to discuss test results, or to remind you of further care needed)
- For National/State registers (e.g. Immunisation data)
- For State/Territory reminder systems, (e.g. cervical screening - pap smears reminders or familiar cancer registries).
- Accounting / Medicare / Health Insurance procedures
- Quality Assurance activities such as accreditation
- For disease notification as required by law (e.g. infectious diseases)
- For use by all doctors/nurses/allied health professionals in this group practice when consulting with you
- For legal related disclosure as required by a court of law (e.g. subpoena, court order, suspected child abuse)
- For research purposes (de-identified, meaning you are not able to be identified from the information given)

If you have any concerns or wish to restrict access to your personal health information, please discuss these with your doctor or receptionist. This practice adheres to principles of the RACGP Handbook for the Management of Health Information in Private Medical Practice and has a written policy, which is available to all patients for inspection.

## Your rights

If you have a complaint, we would like to hear about it. Please feel free to talk to your doctor or receptionist or complete a complaints form and drop it into the complaints and suggestions box displayed in the reception area. We take your concerns, suggestions, and complaints seriously.

For further information, please contact:  
Health Complaints Commissioner  
Level 26, 570 Bourke St Melbourne, 3000  
Ph: 1300 582 113 Website: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)



# Malvern Road Family Medical Centre

1481 Malvern Road, Glen Iris 3146

Phone: (03) 9822 5011 Fax: (03) 9822 6208

[admin@malvernroadmedical.com.au](mailto:admin@malvernroadmedical.com.au)

[www.malvernroadmedical.com.au](http://www.malvernroadmedical.com.au)

## PRACTICE INFORMATION SHEET

### Opening Hours

Monday to Friday 8.30 am – 5:30 pm  
Friday & Sunday 8.30am – 2:30 pm  
Saturday/Public Holidays **CLOSED**

## WALK-INS ACCEPTED

**Appointments are preferred but not essential.**

### BOOK NOW:



### After Hours Care

For all medical emergencies outside of our practice opening hours, please call 000 or attend your nearest hospital. For afterhours medical attention, please contact: National Home Doctor Service on 13 74 25 (13 SICK)



### **Providers**

**Dr. Ali Azzam**

**MBBCH, AMC, FRACGP**

*Dr. Ali Azzam has been practising in the medical field for 27 years and has extensive experience in all aspects of general practice. This includes but not limited to general medicine, chronic disease management as well as women's and children's health. Dr. Azzam also offers preventative care, immunisations, travel medicine advice and skin disease management.*

**Mon to Thurs: 9am to 5:30pm**

**Friday and Sunday: 9am to 2:30pm**

**Dr. Amelia Pappas**

**CHIROPRACTOR**

*Dr. Amelia Pappas has been practicing as a Chiropractor for over 10 years. Her certification in Cox Therapy has steered her focus towards the management and rehabilitation of disc injuries, pregnancy related back pain, postural strain, and joint dysfunction. Amelia has recently been invited to join the Board of Chiropractic Australia Research Foundation (CARF) who are dedicated to supporting research in the chiropractic profession. Your spine is your most important structural asset, It's the key to movement and function.*

**\*Roster subject to change, please speak to reception for current roster**

### **Equal Access**

TIS interpreting service is available free of charge for medical consultations, as well as an AUSLAN interpreting service for hearing impaired patients. These may need advance bookings, so please advise our reception staff when booking appointments if you need either of these services.

### **Recall and Reminder system**

We are committed to preventative care and from time to time you may be contacted by our practice team to book an appointment for repeat tests, immunisations, general follow ups and pathology results. If you do not wish to participate, please inform your doctor or our practice nurse.

### **Practice Services**

- General Medicine
- Women's Health
- Child and Adolescent health
- Skin and mole checks
- Cryotherapy
- Mental Health
- Sutures and plaster for limb fractures
- Men's Health
- Chronic Disease Management such as Diabetes, asthma, and heart disease
- Procedures
- Immunisations
- Travel vaccinations
- WorkCover
- TAC
- Pre-Employment Medical
- Taxi-License

4Cyte Pathology provides pathology collection services onsite. The operating hours for 4Cyte are Monday, Wednesday, and Friday 8:30am to 11:30am.

***We strive to offer the best quality consultations and treatments to all our patients, with individualised care being central to our service!***

## **Practice Fees – Sept 2023**

<b>Appointment Type (NON-BULK BILLING FEES)</b>	<b>Fee</b>
<i>Standard Consultation (Mon to Fri)</i>	\$77.00
<i>Follow-up Consultation (Mon to Fri)</i>	\$41.80
<i>Long Consultation (Mon to Fri)</i>	\$115.00
<i>Standard Consultation (After hours/Weekend)</i>	\$115.00
<i>Long Consultation (After hours/Weekend)</i>	\$135.00
<i>Immunisation (Note: There is an additional charge for vaccines in most cases. Staff will advise you if vaccine charges do not apply.)</i>	\$25.00
<i>Iron Infusion</i>	\$75.00
<i>Cryotherapy</i>	\$25.00
<i>Driver's Licence</i>	\$150.00
<i>Ear Syringing</i>	\$25.00
<i>Wound Dressings</i>	From \$35.00
<i>Medical Forms / Reports by GP</i>	\$90 per page
<i>Test results printed / Email 0-4 pages</i>	\$6.00
<i>Test results printed / Email 5-10 pages</i>	\$15.00
<i>Transfer of medical records</i>	From \$45.00
<i>Pre-Employment Medical Examination</i>	From \$150.00