

Our Staff and You

We have a dedicated team of Nurses and Reception staff that are happy to be of service to you. Please advise them of any special needs you may have.

We Offer An Extensive List of Services

Please visit our website to see all the services we provide:
www.northcoburgmedicalcentre.com.au

4 CYTE Pathology

Is located onsite in Suite 1. They provide a comprehensive range of pathology services. Please check with the pathology nurse if you are unsure of any pathology investigations your doctor has requested.

Allied Health and Specialist Referrals

Our Doctors work closely with our onsite nurses, Pharmacists, Allied Health and Community Services to provide comprehensive care. We also have a number of visiting specialists. Your GP may refer you to one of these services. Please ask at reception if you need assistance with making a referred appointment or would like us to fax the referral for you. Please make a follow up appointment with your doctor after you have been seen to discuss the outcome of your referral.

Your Rights to Participate in Decisions About Your Healthcare

You have the right to make and participate in decisions about your proposed treatment plan. You may consent to or refuse treatment if medically fit to do so and fully informed of the outcome of your decisions.

Language and Communication Service

We have a number of staff and doctors that speak second languages:
Italian, Greek, Persian, Arabic, Hindi and Punjabi. If you need any form of communication assistance interpreter for visual, audiology or language services please advise reception when you make an appointment.

Disabled Access

We have a designated parking bay in the rear of the clinic and in the street close by the main entrance. We have a lift within the medical practice. Should you require assistance, please advise the reception or nursing staff.

Our Training Consultations

Our practice actively supports our future doctors and nurse education. Some of our GP's are accredited trainers and on occasion may have a medical student or international medical graduate (IMG) clinically observing consultations. You will be advised and you will have an opportunity to decline the presence of a third party before you are called to see the doctor.

Baby Change Facilities

Are located in the disabled toilet

Breast Feeding in Privacy

Please ask at reception. We can usually provide an area for you to breastfeed your baby in privacy.



North Coburg Medical Centre

PRACTICE INFORMATION

NORTH COBURG MEDICAL CENTRE

Level 1, 11-17 Orvieto Street,
Coburg North
PH: 9354 1186 FAX: 9354 6596

For After Hours care call
Doctor, Doctor (our Locum service)
PH: 13 26 60

Our Doctors have a variety of special interests. If you would like to know more about your doctor please ask for a brochure at receptions

North Coburg Medical Centre

www.northcoburgmedicalcentre.com.au
to book appointments online

Doctors

Dr Mohammed Khan	MBBS, FRACGP
Dr Nabil Guindi	MBBCH
Dr Ismail Alhejaj	MBCbB, FRACGP, FACRRM
Dr Peter Hadley	MstJ, MBCbB, FRACGP
Dr Kamila Nizam	MBBS, FRACGP
Dr Parisa Guity	MBBS, FRACGP
Dr Peyman Mohammadi	MBBS
Dr Bassam Abi-Haila	MBBS, BLabMed, MAIMS
Dr John Taylor	MBBS

Consulting Hours

Monday-Thursday	8:00am to 9:30pm
Friday	8:30am to 9:30pm
Saturday	8:30am to 6:30pm
Public Holidays	10:00am to 4:00pm
Christmas Day & Good Friday Closed	

Appointments

Please phone the practice on 9354 1186 for an appointment. Please notify the receptionist when making an appointment if you plan to bring an additional family member with you to see the doctor. If you need to see a GP without an appointment you can, however patients with appointments take priority, unless you require urgent care. Emergencies do arise from time to time and these will be given priority. Our reception staff will attempt to contact you regarding your appointment if there are any unforeseen delays to your appointment time.

Website Appointments

You can make your own appointments 24/7 on our website or through Health Engine. Online appointments still need to be confirmed by staff (usually within 4 business hours)
Our website address is
www.northcoburgmedicalcentre.com.au



Longer Appointments are always available. Please advise the receptionist if a longer appointment is required.

Home Visits can be arranged if you are very unwell. You must be a regular patient of your practice and live within 5km. Request for home visits are triaged by our nurse.

After Hours we provide 24 hour care for our patients. After we close you can contact our Locum Medical Service, called Doctor Doctor. They have been engaged by us to provide care for you while we are closed. You can contact them on 132 660 . In emergencies please call an ambulance on triple zero 000 not the locum services.

Fees We Bulk Bill patients with a current Medicare card which we need to see each time you attend the clinic. If you can't provide a current Medicare card you will be charged a cash fee of \$70 for a standard consultation. Please ask at reception for a copy of our Private Fee schedule.

Communicating with Your Doctor by phone or email. Email is not considered a secure form of communication therefore to protect patient privacy we do not exchange information with patients via email. You may contact your doctor if needed but doctors will not take calls from patients while consulting, however they will return your call as soon as practical during the day. You may request to speak with nurse if you need immediate help with your query.

Results of Investigations If your Doctor has ordered a test for you it is important that you make a follow up appointment as you leave the clinic because results will only be given to the patient in person. Results are never given over the phone. Most test results are available within 3 to 4 days. Please ensure that all of your contact details are up to date as we may need to contact you.

Recall & Reminders Our practice is committed to managing your well being and keeping you well. We may contact you from time to time to recall you for a preventative health check. If you do not wish to be contacted or sent an SMS reminder let us know, otherwise please ensure we have a current mobile number to contact you. We take no responsibility for errors in transmission.

Children's Toys Often Children need amusing while waiting for a doctor so we urge you to bring one of your child's favourite toys. We do not provide toys to minimize cross infection. If your child becomes impatient we have a colouring competition with colouring pencils for them to take home. Each month we draw a winner who receive a pancake and milkshake voucher from a local café.

Womens Health Clinic For pap tests please book at reception to make an appointment with one of our female GP's.

Emergency Contact Person In order to protect your privacy and in the event of an emergency we would like all patients to have a nominated emergency contact person listed in their medical record.

Personal Health Information and Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain the security of your personal health information at all times and to ensure that this information is only available to authorized members of staff. Please ask reception staff if you would like a copy of our privacy policy.

Patient Feedback, Compliments & Complaints

We always welcome your feedback both positive or negative. Despite our best intentions, 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 with a doctor or the general practice, please ask to speak with the practice manager Karen Hoffmann. We have feedback forms at receptions to provide feedback in writing. If your complaint is not resolved to your satisfaction please feel free to contact:

Health Services Commissioner

30th Floor, 570 Bourke St, Melbourne 3001
Ph: 8601 5200 Freecall: 1800 136 066

Give us a call on 9354 1186 if you have any further questions