

## 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](http://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.

**Our Doctors** have a variety of special interests. If you would like to know more about your doctor please ask for a brochure at reception or go to our website

## 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

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**

North Coburg Medical Centre

[www.northcoburgmedicalcentre.com.au](http://www.northcoburgmedicalcentre.com.au)  
to book appointments online

## Doctors

Dr Kamila Nizam	MBBS, FRACGP
Dr Parisa Guity	MBBS, FRACGP
Dr Radwan Al-Musawy	MBBS, FRACGP
Dr James Jia	MBBS, FRACGP

## Consulting Hours

Monday-Friday	8:00am to 5:00pm
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 staff 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. Our reception staff will attempt to contact you 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 HotDocs. Our website address is [www.northcoburgmedicalcentre.com.au](http://www.northcoburgmedicalcentre.com.au)

## Phone & Video Consultations

Telephone and Video consultations are available for minor consultations if you are unable to attend the clinic. You must be a regular patient to qualify. Please speak to reception staff to book an appointment.



**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 A/Hrs Locum Medical Service, called Doctor Doctor. Please call 132 660. Your consult will be bulk billed. In an emergency, please call an ambulance on triple zero 000.

**Fees** We are a mixed billing practice however we bulk bill patients on concession cards, children under 16, antenatal visits and review consultations. You will need a current Medicare card to be bulk billed. If you don't have a Medicare card you will be charged a private fee. Please ask at reception for our Fee details.

**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 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 help assistance.

**Results of Investigations** To receive the results of tests and investigations you must make a follow up appointment with your doctor. Please allow 3-4 days for your results to come back. To protect your privacy, results will only be given to the patient by the doctor. Please ensure your contact details are up to date in case we need to contact you.

**Recall & Reminders** Our practice is committed to managing your wellbeing 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. Each month we draw a winner who receives a pancake and milkshake voucher from a local café.

**Women's Health Clinic** For all women's health checks please book 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 reception to provide feedback in writing. If your complaint is not resolved to your satisfaction, please feel free to contact:

## Health Complaints Commissioner

26<sup>th</sup> Floor 570 Bourke St Melbourne Call 1300 582 113

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