**Welcome to Narre Warren GP Clinic**

Narre Warren GP Clinic is a family medical practice.

The doctors and staff at Narre Warren Clinic are committed to providing the highest level of medical care and service to all our patients. Our doctors provide a wide range of special interests in many areas of medicine. Our goal is to provide the friendliest, most comprehensive and latest general medical service to you and our family.

Our practice is accredited by Australian General Practice Accreditation Limited (AGPAL) in February 2000. This means that our practice complies with the standards set by AGPAL. Our clinic is reaccredited every 3 years.

**Doctors**

Dr Thi Le (Mon, Tue, Thurs, Fri)

Dr Maged Abdelbaki (Mon, Tue, Wed, Fri)

Dr Charry Hemmings (Mon, Thurs)

Dr Leigh Zhu (Mon, Wed, Fri)

Dr Rohan Weerasinghe (Mon - Sat)

Dr Adriana Trang (Mon, Wed, Thurs, Fri)

Dr Madeleine Campbell (Tues, Thurs)

**Practice Manager**

Carlene

**Nurses Receptionists**

Carmel Nicole / Catherine

Natasha Sabrina /Laura

**Appointments**

The doctors and staff believe that the easiest way for you to see our doctor is to make an appointment. We recommend you either drop in or telephone our reception staff to facilitate this for you. Sometimes there may be delays in your appointment time, this can occur when our doctors must attend to a patient with an emergency medical condition. In these instances our reception staff will inform you of the situation. If you are unable to attend our appointment, kindly contact our reception staff as soon as possible. We recommend you make an appointment with your preferred GP

**Longer Appointments**

Some consultations for example insurance medicals, pre-employment, full medical check-up, minor surgery require a longer consultation. Please inform the receptionist at the time of booking.

**After Hours Service**

24hr medical service is available to our patients. Should you require medical attention outside of our surgery hours you can contact our Locum Home Dr Service on 137425.

**Test Results**

All test results are checked by your doctor. Patients are asked to make an appointment to discuss the results with their doctor. We do not give results over the phone.

**Repeat Prescriptions**

The doctors feel it is important for your condition to be reviewed regularly if you are prescribed medication on an ongoing basis. We have therefore implemented a policy that a consultation is required for repeat prescriptions.

**Referrals**

It is the policy of the clinic that you have a consultation with your doctor for a referral to another practitioner.

**Medical Certificates**

It is illegal for our doctors to forward on a medical certificate without providing a medical consultation first. Please make an appointment with your doctor if you require a medical certificate.

**Work Cover and TAC**

Work Cover and TAC appointments may incur charges prior to a claim number being received by our clinic. Please speak to reception staff for further information.

**Reminder service**

We may issue you with a reminder notice offering you preventative health service appropriate to your care.

**Your rights as a patient**

Visit: www.patientcharter.health.vic.gov.au

**Services at Narre Warren GP Clinic**

* Family medicine
* Emergency Facilities
* Minor Surgery
* Travel Vaccines
* Childhood Immunisations
* Pre-Employment Medicals
* WorkCover and TAC
* Chronic Disease Management
* Recall Reminder System
* Online Appointments
* Asthma/Diabetes Register

We are fully BULK BILLING

Patients without a Medicare card will be privately billed.

**Other services available**

* Dental
* Physiotherapy
* Podiatry
* Pathology
* X-Ray
* Ultrasound
* Diabetes Educator
* GP Obstetrician
* Vein Solutions

Fees may apply for these services.

**House calls**

If you are unable to attend our clinic due to illness you can call our Locum Home Doctor service on 137425

**Patient Privacy**

Our practice is committed to maintaining the confidentiality and security of your personal health information, to insure that this information is only available to authorised staff. We have developed and documented a privacy laws. Doctors and staff of this practice abide by this policy and understand that a breach is grounds for dismissal. If you would like more information in regards to accessing your health records, please ask your doctor or speak to reception staff.

**Complaints**

Complaints can be directed to our Practice Manager or you can contact Health Services Commissioner for a formal complaint by phone, fax, email or written complain.

Phone: 8601 5200

Fax: 8601 5219

Toll free: 1800 136 066

TTY: 130 550 275

Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

**NARRE WARREN**

**GP CLINIC**

CNR Narre Warren North &

Prospect Hill Roads

Narre Warren VIC 3805

Tel: 9705 4400

Fax: 9705 4499

Dr Thi Le

Dr Maged Abdelbaki

Dr Rohan Weerasinghe

Dr Leigh Zhu

Dr Charry Hemmings (Obstetrics)

Dr Adriana Trang

Dr Madeleine Campbell

**Hours of Operation**

Mon – 8.00am to 7.00pm

Tue – 8.00am to 7.00pm

Wed – 8.00am to 7.00pm

Thurs – 8.00am to 7.00pm

Fri – 8.00am to 7.00pm

Sat – 9.00am to 2.00pm

Sunday & Public Holidays - CLOSED