

**STAFF AT THIS PRACTICE** All the doctors in this practice have satisfied the training requirements of the Royal Australian College of General Practitioners. We have a commitment to general practice and to continuing education. All patient consultations and medical records are kept strictly confidential.

**Dr Victor Chang** Graduated from Monash University with honours in 1987. Completed a Grad Dip Family Medicine in 1994 and obtained his FRACGP in 1996.

**Dr Aparajita (Zita) Changkakoti** Graduated in 1992, passed her AMC exam in 1994 and obtained her FRACGP in 2001. She joined the Churinga Medical Centre in 1995 working part time before extending to a full time capacity. She has a special interest in Women's **Health issues and Paediatrics**

**Dr Savina De Gleria** Graduated from Monash University in 1985 and then worked in Ballarat until 1992 when she moved to St Arnaud to practice as a General Practitioner until 1994. Savina then spent a year at St John of God in Ballarat until she returned to Melbourne in 1996 and commenced working at the Churinga Medical Centre. She has special interests in **Paediatrics and Women's Health.**

**Dr Kate Moffatt** Graduated from the University of Melbourne in 1987. Experienced general practitioner with special interest in women's health.

#### **Practice Manager, Clinic Nurse & Receptionists**

Michelle, Lauren, Ebony and Wendy are all highly experienced receptionists.

Jennie is the Practice Manager and all our staff are only too happy to help with any queries.

Our doctors are assisted by our clinic nurses, Katrina Hall and Karen Ward.

#### **HOURS OF OPERATION**

##### **Reception**

Monday 8.00 am to 5.30pm

Tuesday 8.00 am to 5.30pm

Wednesday 8.00 am to 5.30pm

Thursday 8.00am to 5.30pm

Friday 8.00am to 5.30pm

Saturday 8.30am to 12.00pm

Sunday CLOSED

##### **The Doctors**

##### **Dr Chang**

Monday to Friday – 9am to 5pm (Thursday 9am-2.30pm)

Saturday 8.30am to 12.00pm

##### **Dr Changkakoti**

Monday to Friday 10am to 5pm

Saturday 9.30am-12.00pm

**Dr Moffatt**

Monday to Friday 9am to 1.00pm

**Dr De Gleria**

Monday to Friday 9am to 2.30pm

Our clinic operates on an appointment system. The standard appointment time is 10-15 minutes. If you have more than 1 issue to discuss you will require a longer consultation or if you are having a pap smear or procedure performed, please inform the receptionist so we can allocate the appropriate amount of time for you. **If you are suffering from Covid or Cold and Flu symptoms and fit the Medicare requirement you can request a Telehealth appointment.**

**FEES** This is a private practice and payment is expected on the day of consultation. The usual out of pocket expense for a GP visit is approx. \$43.60 for a Standard Consultation. Procedures may incur a greater out of pocket expense. Children under 16 years of age will all be bulk billed. The clinic provides a bulk billing facility for Centrelink Pension and Health Care Card Holders card holders. People who **do not bring in a valid card** will be billed privately. Babies not registered with Medicare will be billed privately. Please do not hesitate to ask for the fees associated with seeing Psychologists. **Saturday Morning Billing - All patients over the age of 16 will be billed privately on a Saturday morning.**

**SERVICES AVAILABLE** Check-ups, family planning, pap smears, pregnancy tests, B.P. monitoring, heart check, counselling, vaccination (both children and travel), , stitching cuts, , liquid nitrogen freezing therapy for sun spots and warts, nutritional advice, industrial medical advice and consultation, sports medicine and skin checks.

**RESULTS FOLLOW UP** It is policy of this practice that all patients return to the practice for all results unless directed otherwise by the Doctor. Follow up appointments are usually made for patients at the time of initial consultation. All privacy procedures are adhered to when dealing with all patient's information. Patients with clinically significant results are placed on the recall list. A total of three phone calls are made in an attempt to contact the patient, if unsuccessful a letter is sent to the patient's home address by registered mail.

**PATIENT FEEDBACK: PRAISE OR COMPLAINTS** if you are unhappy with any aspect of your care you receive from this practice, we are keen to know about it. Please feel free to talk to your doctor, practice manager or receptionist about any problems you have within the service we provide. We believe that problems are best dealt within the practice. However, if you feel there is a problem you wish to take up outside, you may prefer to contact the: - Health Service Commissioner, 10th Floor, 55 Swanston Street, Melbourne 3000. Ph. (03) 9655 5200, Free call 1800 136 066, Fax (03) 9655 5219.

**AFTER HOURS** My Home GP – Bulk billed After Hours Doctor Doctor Phone Support. - For problems that require urgent medical attention or home visits. Phone 132 660. Information relating to these clinics is automatically sent to the surgery the next day.

**.REPEAT PRESCRIPTIONS AND REFERRALS** it is a policy of the clinic that all patients are required to make an appointment to see a doctor to obtain either a referral or prescription.

**FACILITIES FOR PEOPLE WITH A DISABILITY** Wheelchair access is available. Please discuss any special needs with the receptionist or your doctor.

**SPECIAL SERVICES PSYCHOLOGIST**

**CLINICAL PSYCHOLOGIST** Ian Clarke works Thursday, Friday and alternate Saturday mornings.

**PHYSIOTHERAPY** Hesham Azer consults Monday, Wednesday & Friday afternoons.

**PATHOLOGY** Dorevitch Pathology operate from 9.00am – 4.00pm Monday – Friday

**CHURINGA MEDICAL CENTRE 'COMMITTED TO CARING '**