

# Noble Medical Clinic

1 Noble Street, Noble Park 3174

Ph: (03) 9548 0666 Fax: 9512 4370 Website: [www.noblemedicalclinic.com.au](http://www.noblemedicalclinic.com.au)

## Services provided at our clinic include

- Preventative Health Checks
- Family Medicine
- Immunisations: children & adult
- Workcover/TAC claims
- Travel Vaccinations
- Women's Health
- Men's Health
- Minor surgery
- Chronic Disease Management
- Diabetes Management
- Mental Health

## Our Doctors

Dr Kaniz Fatema Ilahee

Dr Zahin Ilahee

**Practice Hours:** by appointment only

**Monday to Thursday: 8am-5pm**      **Friday: 9am – 1pm**

**Saturday/Sunday: 9am-1pm**

**Public Holidays: Closed (Some exceptions: Labour Day, Queen's Birthday, Melbourne Cup Day)**

## Management of your Personal Health Information

To provide you with our health services, we need to collect certain personal information about you (such as the information contained in this form, and any health or clinical information you provide to our GPs or nurses). We will generally collect this from you directly, however may also collect it from your authorised representative or another healthcare provider you have seen or who has referred you to our clinic.

We may use and disclose your information to third parties for the primary purpose of enabling us to provide you with health care. We require any such third parties to only use your personal information for the purposes of performing the services or activities we have engaged them to provide. For more information refer to our **Privacy Policy** which is available through our website or by request from our reception staff.

## Appointments

Appointments are required to see all practitioners. Appointments are at 10-15 minute intervals. You can book appointments online through our website ([www.noblemedicalclinic.com.au](http://www.noblemedicalclinic.com.au))

**Longer consultation times** are available. Please ask our receptionist if you require extra time or if you have several problems to discuss.

## Interpreter Service

If you require an interpreter service, please let us know at the time of booking.

## Home Visits, Telephone & Electronic Access

Home visits are available, upon doctor's discretion, for regular patients whose condition prevents them from attending the surgery. To make an appointment or to enquire further, please call our reception staff.

## Communications / Telephone Policy

GP's in the practice may be contacted during normal office hours. If the GP is with a patient, a

message will be taken and you will be advised by reception staff when it is likely that the GP will return your call. Your call will be put through to a member of our clinical team in an emergency.

For administrative enquiries: please email [reception@noblemedicalclinic.com.au](mailto:reception@noblemedicalclinic.com.au)

### **After Hours Care Arrangements**

In the event of an emergency dial 000 for an ambulance or go to your nearest emergency department. After hours service is also available via our Locum/Deputising Medical Services, Dandenong Locum Service. You can reach the after hours service on ph: 03 9793 7777

### **Fees**

Fees are payable at the time of your consultation. The AMA Fee structure forms the basis of our billing policy. Please discuss any concerns with our reception staff.

We are a bulk billing practice. Below costs are for non-medicare card holders.

Standard appointment (less than 20 minutes): \$60

Long appointment (20-40 minutes): \$85

Prolonged appointments (40+ minutes): \$140

### **Reminder System**

Our practice is committed to preventative care. We may issue you with a reminder notice via SMS, phone call and/or letter from time to time offering you preventative health services appropriate to your care. There are also Federal and State registers and reminder systems for certain conditions/prevention activities. If you do not wish to be part of this system please advise the reception staff.

### **Test Results**

We ask patients to contact us for the result of your test completed. If your doctor wishes to discuss test results, our practice may contact you via SMS, phone call and/or letter to arrange a follow up appointment. You may also request an appointment to discuss any results with the doctor.

### **Disabled Access**

Disabled access is provided via our main entrance. This access is also suitable for pram access or for patients who have difficulty with steps.

### **Emergency contact and cultural background**

It is important that you identify someone we can contact in case of emergency or in case we are unable to reach you. It is also recommended that you inform us of your cultural background so we can provide you with the most appropriate care.

### **Patient Feedback**

If you have a problem or suggestion we would like to hear about it. Please feel free to talk to the receptionist, practice manager or doctor. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However, if you feel that you need to discuss the matter outside the surgery, you may contact our Practice Manager to discuss with you.

### **Feedback and Complaints**

#### **VIC**

**The Health Complaints Commissioner**

**Phone: 1300 582 113** website: [hcc.vic.gov.au](http://hcc.vic.gov.au)

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