



OPENING HOURS

Monday – Friday 8AM – 11.50PM	Saturday, Sunday and Public Holiday 8AM – 11.30PM
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Family focus care: Our General Practitioners provide health care to families from the Craigieburn and neighbouring communities and they are committed to ongoing continuous personal care. They have advanced levels of experience and participate in ongoing medical training and education.

Nursing Services & Accident care: This centre has a well-equipped treatment room enabling doctors in the practice to cater for the majority of routine accidents including: repairs of cuts and treatment of fractures. Our treatment room is managed by competent Registered nurse.

Our nurse performs first line of triage in some circumstances and can assist with many procedures, provide wound care, and assistance to our doctors in Chronic Disease Management and various health assessments.

GENERAL PRACTITIONERS	QUALIFICATIONS	INTERESTS
Dr. Vajna Rafeek	MBBS,FRACGP,DCH, Dip-in-Derm	General Practice
Dr. Millawana Atapattu	MBBS, FRACGP	General Practice
Dr. Jawad Hussain	MBBS, MPH, FRACGP,DCH	General Practice
Dr. Syed Ansari	MBBS, FRACGP	General Practice
Dr. Shiham Zaveer	MBBS, FRACGP	General Practice
Dr. Mubeen Ali	MBBS, MRCGP, FRACGP	General Practice
Dr. Naleemudeen Sihabdeen	MBBS, FRACGP, DCH	General Practice
Dr. Pragya Budhulia	MBBS,FRACGP	General Practice
Dr. Humaith Aboobacker	MBBS,FRACGP	General Practice
Dr. Majuwane Karunathilaka	MBBS	General Practice
Dr. Ishrad Sulthana	MBBS	General Practice
Dr. Thusyanthy Piratheepan	MBBS	General Practice
Dr. Himam Hamza	MBBS	General Practice
Dr. Amir Soufi	MBBS	General Practice
Suman Ale	B.Sc.(Nursing)	Div 1 Nurse
Salma Sheik	Dip-In-Nursing	Practice Nurse
Reg Regino	Dip-In-Nursing	Enrolled Nurse



Appointments: We advise that appointments are made to see our doctors as it helps minimise wait times. If you arrive late, there may be a delay as other patients with appointments will be seen first. Patients are not seen on an 'as you arrive basis'. The doctors strive to see their patients on the appointed time. Emergencies and unforeseen circumstances, however, cause delays. As such there may be a wait for your appointment. Long consultations are available if required. New patients are required to provide a photo ID.

Recalls: Doctors at this practice routinely organise phone calls or reminder letters to patients regarding further consultation and assessment. Patients also have availability to PAP screening (recalls are registered with the National State- Territory reminder system/ register and the patient is then routinely recalled). Patients may advise their doctor if they object to inclusion in reminder systems or registers.

For reasons of potential breach of confidentiality and chances of clinical errors our practice may choose not to discuss clinical matters over telephone. Results of tests performed are NEVER given over phone due to the above reasons.

Telephone access and electronic communication: Patients have access to our general practitioners over telephone under limited circumstances at the discretion of the treating practitioners. Our practice does not communicate to patients via E-mail.

Bulk billing policy: All Medicare card holders will be bulk billed. Non- Medicare card holders will be charged a standard consultation fee of \$50.00 between 8am and 7.30pm and \$60.00 between 7.40pm and 11.50pm on weekdays. Fee information regarding weekends and public holidays including pregnancy test and Non-Medicare Rebatable Services is available at the Reception.

We currently have next door pathology collection centre run by Australian Clinical Labs with facilities for ECG, blood collection & urine specimen collections etc.

Patient feedback: We welcome any comments and feedback which would help us improve our service. Please feel free to discuss any problems you may have with your doctor or practice manager. If you prefer, you may be able to discuss the issue directly with the Practice Principal. More serious complaints may be directed to the Office of the Health Services Commissioner which can be contacted on (03) 8601 5222.

After hours service: For after-hours care, when clinic is closed, please contact our accredited deputising service on 9429 5677 or for telephone advice please contact Nurse on Call 1300 606 024. Home visits provided by our deputising service are bulk billed with a valid Medicare Card.

Personal health information: Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure the information is only available to authorized members of staff. Access to personal health information is available with written request and authorisation by the practice manager and is subject to the approval of the treating medical practitioner. Reasonable costs will be incurred for such access. For further information please enquire with the practice manager.

Patient information collected by this centre is accessible only by medical practitioners and will not be released to third parties without the consent of the patient or where the practice is legally obliged to release.

Thank you!
Hanson Medical Centre