

Family focus care: General Practitioners at our clinic provide health care to families from the Craigieburn and neighbouring communities and they are committed to ongoing continuous personal care. They have advanced level of experience and participate in continuous professional development.

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 minor fractures. Our treatment room is managed by a 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.

Appointments: We advise that appointments are made to see the doctors as it helps minimise wait times. We accommodate walk in patients. 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. Patients who miss their

appointment without notice minimum 2 hours prior to appointment will be charged a Non-Attendance fee of \$40 which is not Medicare rebateable. This must be paid in full before your next visit.

GENERAL PRACTITIONERS	QUALIFICATIONS
Dr. Vajna Rafeek	MBBS, FRACGP, DCH, Dip-in-Derm
Dr. Atapattu Millawana	MBBS, FRACGP
Dr. Syed Ansari	MBBS, FRACGP, Dip-in-Derm
Dr. Jawad Hussain	MBBS, MPH, FRACGP, DCH
Dr. Majuwane Karunathilaka	MBBS, FRACGP, DCH
Dr. Radhika Harish	MBBS, FRACGP
Dr. Humaith Aboobacker	MBBS, FRACGP
Dr. Sisira Kumara	MBBS
Dr. Mubeen Ali	MBBS, FRACGP, MRCGP
Dr. S Naleemudeen	MBBS, FRACGP, DCH
Dr. Vincent Abia	MBBS, FRACGP
Dr. Sanjeev Vyravipillai	MBBS, FRACGP
Dr. Ambreen Ahmad	MBBS, FRACGP
Dr. Luqmaan Malik	MBBS, MRCGP, FRACGP
Dr. Thusyanthy Piratheepan	MBBS, FRACGP
Suman Ale	B.Sc. (Nursing)
Salma Sheik	Dip-In-Nursing

After hours service: For after-hours care, when the clinic is closed, please contact our accredited

deputising service on 9429 5677 or for telephone advice please contact Nurse on Call 1300 606 024.

Recalls: Doctors at this practice routinely organise phone calls or reminder SMS 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.

Mix billing policy: Aboriginal and Torres Strait Islanders, COVID-19 Vaccination, Vaccinations such as flu, whooping cough, shingles, pneumonia etc., Child Immunisation.

Fee information is available on the website and at the reception.

We currently have next door pathology collection centre run by Melbourne pathology and 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. Alternatively, you can send your comments and feedbacks via our website in “contact us” section. 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.

Home visits: Home visits are made to patients during and outside practice hours where it is safe and they are located a reasonable distance from the practice. Requests for home visits outside scheduled times are discussed with the Doctor. Costs associated with home visits are discussed with the patient before the visit.

Communication Policy: Patient needs to book an appointment to discuss any health issues with doctor. Emails will not be accepted. Only Medical certificates will be emailed to patients on request by replied to the same email. Results will be printed at a cost only after the doctor has discussed the results with patient. Phone calls from patients cannot be

transferred to doctors, instead messages will be taken and pass it to doctors.

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.



HANSON MEDICAL CENTRE
Your Health, Our Care

OPENING HOURS

Monday – Friday

8:00AM – 11.00PM

**Saturday, Sunday &
Public Holiday**

9:00AM – 10.00PM

Practice Information Sheet



HANSON MEDICAL CENTRE
Your Health, Our Care

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care@hansonmedicals.com.au