



MELVILLE MEDICAL GROUP

6 Melville Road Pascoe Vale South 3044,

PHONE: 9386 3409/9386 9228 FAX: 9386 0929

www.melvillemedicalgroup.com.au

Welcome to Melville Medical Group

Melville Medical Group prides itself in being a caring and friendly, local family owned General Practice providing excellent high quality care for its local community.

Melville Medical Group (MMG) is an accredited AGPAL General Practice.

**AGPAL-General Practice Accreditation Body*

All our Doctors are vocationally registered and participate in Continuous Professional development through the Royal Australian College of General Practitioners. (RACGP)

OUR DOCTORS.

Dr Ross Jeffery M.B,B.S

Ross graduated from Melbourne University, and joined the team at MMG over 20 years ago.

Ross grew up in Pascoe Vale South and was educated in local schools (Coburg West Primary and Strathmore Secondary Collage) and was involved with the local football and cricket clubs. He has continued to be involved with the local community by offering high quality medical care to the local area. Ross is vocationally registered through the RACGP and has chosen General Practice as his area of interest. Ross has a particular focus on management of acute and chronic illness in both adults and children.

Hours: Monday	8.30-3pm	Tuesday	8.30-6pm
Wednesday	8.30-6pm	Thursday	8.30-11am
Friday	8.30-6pm	shared Saturday mornings	

Dr Hai Vy Ha M.B,B.S, FRACGP, CPCSCM, CPCSCS

Hai Vy graduated from Melbourne University and joined the team in 2009

Hai Vy is a vocationally registered female GP and a fellow of the Royal Australian College of General Practitioners. She grew up in the local area. Special interests include preventative care, general medicine including diabetes, paediatrics including childhood vaccinations, women's health, sexual health and family planning (accredited for Implanon insertion), skin cancer and minor surgical procedures.

Hours: Monday 9.30-6pm Tuesday - Wednesday 8.30-3pm
Thursday 9.30-6pm Friday 8.30-3pm

Dr Kirsten Henderson MBChB, MRCGP, FRACGP

Kirsten undertook her medical training at Edinburgh University, Scotland and emigrated to Melbourne in 2008. Joined MMG in July 2018. She has worked in General Practice in the Western Suburbs and also in Student Health services since then. Kirsten enjoys the diversity of General Practice and is committed to providing quality medical care to the local community.

Her particular interests are in Women's Health, Chronic Disease Management, Paediatrics and Nutrition. She is proficient in Implanon and IUD insertion and removal. Kirsten is also a provider of Shared Maternity Care and medical termination of pregnancy. She is experienced in teaching medical students and is an examiner for the RACGP.

Hours: Monday 8.30-6pm, Tuesday 8.30-6pm, & Thursday 8.30-3pm.
Shared Saturday Mornings

OUR Practice Nurses:

Margo RN – Experienced Registered Nurse, who has joined the MMG clinical team in 2018. Margo is a highly experienced nurse with a great variety of clinical experience, from hospital coronary care to practice nursing. Her special interest includes all types of immunisations and Chronic disease management. She lives in country, has horses and works in the city.

Mark RN- Experienced Registered nurse, who recently joined our team. As well as practice nurse experience Mark has worked as a district nurse and is also a qualified nurse immuniser. Mark lives locally, so you might see him riding his bike or walking to work after he drops his twins at school.

Karlene RN- Karlene is an experienced registered nurse, who joined the team in 2015. She enjoys being part of a small team that makes a real difference to individual patient care.

OUR PRACTICE STAFF.

Practice Manager

Karlene Jeffery- joined the team in 2015. Karlene has community centre management experience and a strong sense of community.

Medical Receptionists

Mary– Joined MMG in 2004. Mary is an experienced medical receptionist who speaks fluent Italian and is also a local.

Jenny - Joined our team in July 2017. Jenny has a admin/medical receptionist background and is also a local.

Inga - Recently joined our team (June 2018). Inga is a local experienced medical receptionist.

FEES

Monday- Friday

Standard Consultation	\$75	Medicare Rebate	\$37.60
Long Consultation	\$110	Medicare Rebate	\$72.80
Prolonged Consultation	\$155	Medicare Rebate	\$107.15

- **Pensioners, Health care card holders, Children 15 and under and DVA gold card holders are all bulk-billed on weekdays for consultations.**
- All Procedures have an associated fee. Your doctor will confirm your fee before commencing.
- Employment medicals, and driver's licence medicals, by law cannot be bulkbilled and cannot be claimed through Medicare. Once again your doctor will confirm your fee prior to commencing.
- For all procedures and medicals please telephone 93863409 to book. Please inform the staff of the nature of your booking so an appropriate amount of time can be set aside for you.

Saturday fees

We do not Bulk Bill on Saturdays

Private Saturday Fees

Standard Consultation	\$85	Medicare Rebate	\$37.60
Long Consultation	\$120	Medicare Rebate	\$72.80
Prolonged Consultation	\$160	Medicare Rebate	\$107.15

\$10 Discount for Pensioners, Health care card holders, Children 15 and Under

Standard Consultation	\$75	Medicare Rebate	\$37.60
Long Consultation	\$110	Medicare Rebate	\$72.80
Prolonged Consultation	\$150	Medicare Rebate	\$107.15

Payment methods: cash/eftpos/credit card.

We have instant Medicare rebate claiming for your convenience.

APPOINTMENTS- We operate on an appointment only basis.

For extreme emergencies, such as chest pain or breathing difficulties, we urge you call an ambulance on 000.

Booking appointments

- Appointment booking can be made online www.melvillemedicalgroup.com.au or by Telephone 9386 3409/9386 9228
- Every effort will be made to accommodate your preferred appointment time and doctor.
- Always telephone the clinic if you cannot find an appointment on line as we will try to fit you in, although it may not be with the Doctor of choice.
- Each person that needs to be seen needs their own appointment.

Appointment timing

- The duration of a standard consultation is approximately fifteen minutes.
- If you feel your problem may require more time or are booking for a procedure please advise our reception staff when making your appointment or choose the long appointment option when booking online.
- Some examples of longer appointments: complex medical problems, multiple problems at one time, insurance and pre-employment medicals.

Saturday mornings.

- No appointments are necessary. This session is for urgent problems or conditions, which have “just cropped up” ***or for those people who are unable to attend during the week.***
- No Procedures.
- We do not Bulk bill anyone on Saturdays. See fees.
- Routine management of chronic conditions is best managed during week.

EVERY APPOINTMENT please present your Medicare card and Health care/Pension cards to our friendly reception staff. Also remember to update your details as soon as they change.

Please inform us if you are an Aboriginal or Torres Strait islander.

TEST RESULTS.

To ensure optimum care is provided we do not give out results over the phone. Please make an appointment to see your doctor to discuss all your test results.

HEALTH INFORMATION AND CONFIDENTIALITY

Please note that patient records are strictly confidential. All health records are stored securely and are only available to authorised members of staff. If you require further information regarding our Privacy Policy, please ask our reception staff.

REMINDER SYSTEM

We use a computerised reminder system for such things as immunisation, pap smears or follow up scans or tests. If you do not wish to receive reminders (either as an SMS/phone call) please inform your doctor.

TRIAGE & TELEPHONE CALLS.

Our reception staff are highly trained and will be able to assist you. If you have an urgent or serious problem that requires urgent or immediate attention please explain your problem to our staff and they will triage you accordingly. Most queries are best dealt with by consultation, however if appropriate your doctor will discuss a telephone query with you, but not necessarily at the time of your call.

EMAIL COMMUNICATION

We do not email personal information, including medical information and results unless it is using our encrypted systems.

For further details view our email policy on website @ www.melvillemedicalgroup.com.au

DISABLED ACCESS

Patients unable to use the stairs or the long ramp to enter the building can be driven up to the side entrance. This has a small ramp with handrails providing access to the building. This area is strictly a drop off zone and short term parking. Please check on arrival if you can remain there. Otherwise it would be appreciated if cars were moved down to the car park or street to be parked. Ample parking is available in Melville Road.

MEDICAL SERVICES PROVIDED

- General Medical Consultations
- Family Medicine
- Mental Health

Vaccinations

- Childhood Vaccinations
- Travel Vaccinations/Advice
- Influenza (Flu) Vaccinations
- (free for over 65yrs and those with Chronic illnesses. Eg: Asthma, Diabetes and children under 5 yrs).
- Pneumonia Vaccinations (free for over 65yrs)
- Whooping cough Vaccinations (free for pregnant women & their partners)
- Hepatitis B (free for at risk groups)
- Measles Mumps Rubella (free for those aged between 20 and 53yrs criteria apply)

Chronic Disease Management

- Chronic Disease Management /Care Plans (Ask to see if you qualify)-
Completed by our practice nurses in consultation with your regular Doctor
(allow approx. 30mins)
- Health assessments (Annual) for those over 75-
Completed by our practice nurses and your regular Doctor (allow approx
1 -1 1/2hr)
- Health assessments for those aged between 40-49 criteria applies

- Completed by our practice nurses and your regular Doctor (allow Approximately 45mins- 1hr)

- ***Home Visits-** are only available to established patients of the surgery who are unable to attend the surgery. Criteria apply, ask for more information.

Family Planning-

- Implanon (Dr Ha & Dr Henderson)
- IUD insertion (Dr Henderson)
- Pregnancy tests
- Medical Termination of Pregnancy (Dr Henderson)

Sexual Health

- Pap Smears/Cervical Screening tests

Other

- Minor Surgical procedures
- Pre employment medicals
- Insurance Medicals
- Work cover

SURGERY OPENING HOURS

Monday to Friday	8.30 am - 6.00 p.m.
Saturday	8.30 am - 11.00 am

For ALL Emergencies please phone 000

OUR After Hours: Medical Care is provided by

Doctor Doctor - Locum Service. Ph 13 26 60

Nearest Emergency Departments are located at:

John Fawkner 275 Moreland Rd, Coburg VIC ph (03) 9385 2500

Royal Melbourne Hospital 300 Grattan St, Parkville VIC phone (03) 9342 7000

Other services offered at 6 Melville Rd are:

COUNSELLING AND PSYCHOTHERAPY

Dr. Maureen Pianta is a qualified Clinical and Counselling Psychologist who has extensive training and experience in working with individuals presenting with a wide range of mental health issues. Dr Pianta's aim is to empower and motivate individuals to move towards achieving their own goals in overcoming concerns or difficulties.

Hours: Wednesday 2-6pm, Thursday 2-6pm and Saturday 8.30-10.30

Karen Trevorrow is a qualified Psychologist, who has a wide range of experience. A medical referral is required to see Karen.

Hours: Friday 8.30-1pm

PHYSIOTHERAPY

Pallavi (Pav) Deshmukh

Pav initially completed her Bachelor degree in physiotherapy before doing Masters in Musculoskeletal & Sports Physiotherapy at University of South Australia (Adelaide). Pav has gained experience on-field & off-field with various sports - soccer, football, and cricket. She has a keen interest in prevention, screening & rehabilitation in sports injuries. Pav is certified DMA clinical Pilates & dry needling practitioner.

Hours: Tuesday 8-1pm Thursday 3-6pm

PATHOLOGY

Dorevitch Pathology

All pathology and ECG

No appointment necessary.

Hours: Monday, Wednesday and Friday between 8.30am and 11.30am.

PRACTICE HISTORY

This is a well-established community practice that dates back to pre-war years. The practice moved from Moreland Road to our present premises at 6 Melville Rd in 1966.

Some of our previous doctors include Dr Johnson who retired in 1988 Dr Vella -retired in July 2001, and Dr McLean who retired in 2012

Melville Medical Group has always strived to provide the local community with the highest standard of medical care and facilities. MMG continues to work to ensure all these standards are met. All the doctors are vocationally registered and all the doctors here at Melville Medical Group are experienced and committed to providing you with the highest quality care.

Melville Medical Group continues to be fully accredited with the accreditation body AGPAL.

Our practice has been extensively renovated and refurbished in 1999 and again in 2015 and upgraded again in 2018. The practice became computerised in 1998. In 2015 the practice has again responded to an identified need, for online Information and online bookings with our new

website and online booking system. Our website: www.melvillemedicalgroup.com.au where online bookings can be made.

PATIENT FEEDBACK.

MMG welcomes patient feedback, as it helps us to improve and provide you with high quality service. We invite verbal feedback, and we have a suggestion box located in the reception area. We also use questionnaires. All feedback via the various methods is kept confidential and anonymous. If you are unhappy with any aspect of the care you receive from this practice, we would like to know about it. Please feel free to talk to your doctor or our practice manager about any problems you have with the service we provide. Most problems can be resolved within the clinic. However, if you feel that the doctors and staff cannot resolve the problem, you can contact the State Government centre for handling health complaints.

The address for this is:

Health Services Commissioner
10th floor, 55 Swanston Street,
Melbourne, Vic 3000 (Telephone; 03 9655 5200)