



172 Welsford Street | Ph **5821 9655**
Shepparton 3630 | Fax **5821 0331**

www.princessparkclinic.com.au

**“The clinic that cares
about your health”**

OUR MISSION

Our Mission is to deliver the best medical outcomes for patients and provide a superior customer service experience whilst maintaining a balanced, enjoyable working life for our staff and doctors.

PRACTICE HOURS

Monday to Thursday 8.00am – 8.00pm

Friday 8.00am – 6.00pm

Saturday 9.00am – 12.00pm (*emergencies only*)

AFTER HOURS

Patients can access medical care after normal business hours in a number of ways.

1. For emergencies call 000 or go to G.V. Health Hospital in Graham Street.
2. The After Hours GP Helpline on 1800 022 222

TEST RESULTS

It is the patient's responsibility to follow up test results from pathology or X-ray. Results will not be given out over the phone. To receive your results you can make a RESULTS ONLY appointment with your doctor 3 days after you have your tests completed. This is a bulk billed appointment.

REMINDER SYSTEM

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you a preventive health service appropriate to your care. If you do not wish to be a part of the system, please let your doctor know.

MANAGEMENT OF PERSONAL HEALTH INFORMATION

Patient medical records are confidential documents. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask if you would like a copy of our privacy policy.

PATIENT COMFORT

Please inform reception staff if you feel that you need to lie down, so that we can arrange a suitable room for you. We are aware that sometimes patients need a little extra care.

FEEDBACK

Please feel free to talk to your doctor or reception staff about any problems you have with the service we provide. We are continually trying to improve our service to our patients and we encourage your feedback. We believe that most problems can be solved... however if you would like to take up your complaint with a government organisation you can contact:

HEALTH SERVICE COMMISSIONER

30th. Floor, 570 Bourke Street,
Melbourne, Vic. 3000

Freecall: 1800 136 066



172 Welsford Street | Ph **5821 9655**
Shepparton 3630 | Fax **5821 0331**

www.princessparkclinic.com.au



Princess Park Clinic App Available



OUR DOCTORS

DR RON TOMKINS has special interests in sports medicine, including orthopaedic, musculoskeletal medicine, men's health, aviation medicine and asthma.

DR DAVID COULTHARD conducts a skin clinic, with special interests in the prevention, diagnosis, and treatment of sun damaged skin including skin cancer.

DR ALAN WALLACE has special interests in general medicine, sports & musculoskeletal injuries, diabetes, men's health, mental health, and LGBTI (lesbian, gay, bisexual, transgender, and intersex) health.

DR GREG WALLER has special interests in ante natal care, children's health and mental health.

DR SATINDER KAUR has special interests in women's health, preventative medicine and psychology.

DR RACHEL ADAMS conducts a child and adolescent clinic and sees patients up to the age of 21 years.

DR SAYAN BHATTACHARYA has special interests in diabetes & cardiovascular disease and women's health and skin cancer.

DR NARINDER KAUR has special interests in general medicine, women's health and psychological health.

DR. GIGI YESUDAS has special interests in General medicine and Mental Health.

DR. CLARE-ANNE MCKEON has special interests in general medicine, women's' health and sexual health.

DR. TEJASWINI DAWARE has special interests in womens' health and preventive medicine and also has training in Obstetrics and Gynaecology.

DR. RADHIKA BALARATNAM has special interests in Endocrinology, Geriatric medicine, Intensive care, Palliative medicine, Oncology and Haematology.

DR. CHRIS PANG has special interests in Occupational Medicine completing a Masters Degree, Skin Cancer Medicine and has experience in surgical specialities and critical care.

APPOINTMENTS

Appointments can be made online at www.princessparkclinic.com.au or by calling the clinic on 03 5821 9655. Every effort will be made to accommodate your preferred time and doctor. A standard consultation is 10-15minutes and the doctor can usually deal with one or two problems in this time. If you require a longer appointment for more complex consultations please advise reception staff when making the appointment. We also operate a cancellation list to try and further accommodate patients with their preferred doctor. We can offer an SMS alert service to remind you of your future appointments.

Download
our App



URGENT APPOINTMENTS

For urgent appointments please phone the clinic as early as possible and explain details of the medical problems to the reception staff. Your condition will be assessed to determine the urgency and level of care required.

FEES AND ACCOUNTS

Princess Park Clinic is a private medical centre. All fees are payable in full at the time of the consultation by cash, cheque, Eftpos or credit card. Princess Park Clinic provides pension and health care card holders with a discounted fee. A list of fees is displayed in the waiting area. Electronic Medicare claiming is also available. If you are experiencing financial hardship, you are welcome to discuss options with our Practice Manager. Please ask at Reception.

TO AVOID LONG WAITS

- Arrive on time for your appointment
- Check in at reception on arrival
- Enquire at the desk if you have waited more than 30 mins.



MISSED OR CANCELLED APPOINTMENTS

Please phone to cancel an appointment as early as possible. 2 hours notice is required. Failure to do so may incur a charge of \$25.00.

HOME VISITS

Home visits are available for patients whose condition prevents them from attending the clinic. Please contact reception staff early in the day to arrange. Fees apply.

TELEPHONE CONTACT WITH DOCTORS

Please be aware that your Doctor will not be able to answer your call during consultation times. A detailed message can be left with reception who will email the doctor and they will get back to you when they are able.

REPEAT PRESCRIPTIONS

Patients needing a repeat prescription for a regular medication have two options:

1. Make a script appointment with your doctor. This appointment is bulk billed.
2. Reception staff can request the script from your doctor which will be available to collect at Reception in 24 hours. A fee of \$15 applies.

REFERRALS

Patients needing an updated or new referral need to make a regular appointment.

DOCUMENTS AND FORMS

Often a third party will ask you to have forms filled out by your doctors e.g. Centrelink, Schools, Insurance Companies. Please make a regular appointment for completion of all forms. Normal consultation charges will apply.

