



## MAIDEN GULLY MEDICAL PRACTICE

745 Calder Highway, Maiden Gully VIC 3551

Monday – Friday 8:30am – 6pm | Phone: 03 5441 0900 | Email: [reception@maidengullymedicalpractice.com.au](mailto:reception@maidengullymedicalpractice.com.au)

Dorevitch Pathology Monday – Friday 8:30am – 12:30pm

### Patient Information Sheet

#### **Our Mission Statement – Providing the best care.**

Maiden Gully Medical Practice aims to provide the best, reliable and professional health care for individuals, families and the community we service. We want to offer coordinated care, in a compassionate atmosphere, while encouraging patients to partner in their care, through education and lifestyle modifications.

#### **The Team at Maiden Gully Medical Practice**

We have an experienced range of General Practitioners including a nurse who provides a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care. Our General Practitioners include:

Dr Sajjad Muhammad – Skin Cancer Surgery including complex surgery

Dr Aisha Neelam – Women’s Health, Sexual Health and Mental Health Issues

Dr Jayant Banerji – General Practice

Dr Shaibal Barua - General Practice

Dr Ashraf Takla - General Practice

Dr Qiangying ‘Lisa’ Yan - General Practice

Dr Shazia Mansoor - General Practice

Dr Mehwish Riaz - General Practice

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### **Management of your Personal Health Information & Privacy**

All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file specialists reports. Our computers are password protected, emails are encrypted and are backed up daily. All information recorded at the practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. The provision of quality health care requires a doctor – patient relationship of trust and confidentiality. **A copy of our privacy policy is available on request and located on our website.**

### **Appointments**

Appointments can be made by calling 03 5441 0900 between 8:30am – 6pm Monday to Friday. Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor. **Each doctor has on the day appointments for walk in patients and phone appointments.** If you have several things to discuss or require more time with the doctor please ask for a long appointment. Emergency and Urgent appointments are given priority and appointments are available if you are ill or injured on the day. If you or a family member requires an interpreter service, we can organise this for you. Please make us aware when booking your appointment. For further information please see Interpreter Service section below. Our doctors offer telehealth services for patients who have been seen face-to-face, in the clinic, in the last 12 months. Appointments can also be made online with Automated Systems.

### **Fees and Billing Arrangements**

We offer bulk billing to all children under the age of 16 years. Also, for patients who hold a valid Medicare Card with a:

- Pensioner Card
- Health Care Card
- Commonwealth Seniors Health Card
- DVA Card Holders

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Please ensure that you have your cards on you and advise us of any changes. All other patients will be charged standard fees. Common fees are listed below along with the Medicare Rebate and what the out-of-pocket expense is. Our staff will offer to process your Medicare rebate at the time of payment so you will receive your rebate automatically into your nominated bank account. You will need to register your bank details directly with Medicare.

### Standard Fees and Charges as Listed Below:

Consult Length	Full Fee	Rebate	Gap Fee
Short	\$40.00	\$19.60	\$20.40
Standard	\$82.85	\$42.85	\$40.00
Long	\$132.90	\$82.80	\$50.10
Extended	\$167.40	\$122.15	\$45.25

### Home Visits and After-Hours Care

At the doctor's discretion we may be able to provide home visits for our regular patients only depending on the medical need, location and urgency.

**In an emergency, please call 000.** After hours consultation may be considered for our regular patients only although these consultations will incur a fee. Please contact the clinic on 03 5441 0900.

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### **Reminder System**

It is important for us to keep our records of your current address and details always updated, there the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via SMS or mail offering you an appointment in relation to preventative care healthcare. If you do not wish to receive reminder notices, please notify reception.

### **Recalls**

Our practice has a recall system in place and our doctors participate in National and State registered programmes e.g. Pap Smear and Breast Screen Registers. If you would prefer to opt out of these registries, please notify reception.

### **Receiving Results**

It is the policy of this practice to have all patients return for a consultation to discuss their results. Only under special circumstances and if this is organised by the doctor during your initial consultation can the doctor be contacted and give results.

### **Phone Calls (Receiving and Returning)**

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment. If it is important and the doctor is unavailable, the nurse may be able to assist.

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### **Patient Rights**

We recognise that patients have certain rights, and we will endeavour to support these rights. If you are unhappy with any aspect of the services, we provide or if you feel your rights are not supported, we would appreciate your comments. Further information regarding your rights is in our Patient Rights Policy which is available upon request.

### **Electronic Communications (Emails, Texts, and Online Messages)**

- Emails and online messages will be checked regularly during business hours.
- Routine emails will be acknowledged within 1 business day. Responses to non-urgent inquiries may take up to 2 business days.
- For urgent matters, patients should call the practice directly.
- Text messages will be sent for appointment reminders and other important updates, with the option for patients to respond if necessary.

### **Providing Patient Feedback and Complaints**

At Maiden Gully Medical Practice, it is important to ensure that we continually improve the way we deliver our services. We request all complaints and feedback be directed to our Practice Manager via email [pm@maidengullymedicalpractice.com.au](mailto:pm@maidengullymedicalpractice.com.au) via post to 745 Calder Highway, Maiden Gully VIC 3551 or by calling the clinic on 03 5441 0900. We will respond to your complaint / feedback within 30 days.

If you are unhappy about a health service provided to you or a family member, please try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service related complains please contact the Victorian Health Services Commissioner

#### **Health Services Commissioner**

#### **Complaints and Information**

**Tel: 1300 582 113**

**Fax: 613 9032 3111**

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

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### **Interpreter Services**

Patients are encouraged to use the free Translation and Interpreting Service. This service is available 24 hours a day via telephone on 131 450. Another free interpreting service available for patients who suffer from hearing loss and use Australian Sign Language (AUSLAN) Their contact details are 1800 246 945 Our practice also uses TIS (Translator & Interpreter Service)

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