

137 Cornish Street, Castlemaine, 3450. Ph: 5472 1844 Fax: 5470 6040 Email: info@botanicalgardenshealth.com.au

Our website – www.botanicalgardenshealth.com.au

Medical Staff

Congratulations to **Dr Geoff Courtis** on his retirement from General Practice. Geoff has been a dedicated and much loved GP in Castlemaine for nearly 40 years. We wish Geoff every happiness in this new chapter of his life.

We welcomed **Dr Haris Noor** to our team in February 2017 and **Dr Lagan Grover** in August 2016.

Doctors Grover, Noor, Jones and Mungi all accept **new patients**.

Dr Emily Girdwood is currently on extended leave and sadly, **Dr Paul Pittorino** has returned to WA.

Important Notice about Aggression towards staff

Please be advised that staff at Botanical Gardens Health will do everything possible to help with your requests, within the parameters of the protocols of the practice. If this is not acceptable to you, then please feel free to discuss this with your doctor at the time of your appointment.

Aggression towards staff will not be tolerated.

Cough Etiquette & Respiratory Hygiene...

Cover your cough – when coughing or sneezing, use a tissue to cover your nose and mouth. Dispose of tissue afterwards. Wash your hands – after coughing, sneezing or blowing your nose, wash your hands with soap and water. Use alcohol-based liquid, gels or wipes if you do not have access to soap and water.

Quiet room with Reclining Chair

A quiet room is available if you have flu-like symptoms, if you have a “gastro” upset, feel you may be contagious in any way or would like some privacy from the waiting room.

You may also choose to wait outside (if the weather permits) – all of these measures are appreciated by your fellow patients and staff here at the clinic.

Changes we've made following Patient Feedback Surveys and Suggestions

We value your input gained through surveys and suggestions. As a result we have made the following changes: a new phone system with increased lines, increased reception staffing, additional reading material suitable for men in the waiting room and more toys and books for children.

Changes and Programs we've implemented

Solar Panel System installed, website, Cat 4 Software Program for enhanced patient care, Bone Density Scanning for 70 years and over, increased on-site Specialist Services including a Urologist, Cardiologist, Endocrinologist and Ophthalmologist. The Asprea Trial, the Accept Program and the Compass Trial. We've also changed our clinical software program which has increased flexibility and capacity to improve patient care and adapt to a rapidly changing clinical environment and we've increased to the number of doctors we have consulting.

Repeat Prescriptions

For some time now you have been able to request repeat prescriptions over the phone. Recent expert medico legal advice suggests that this may not provide adequate duty of care. As a result, from August 2016, we ask that you have an appointment for repeat prescriptions. There are a number of “Script only” appointments available but if your script is for anti-depressants, psychiatric medications, Valium like drugs or strong morphine like pain killers we ask that you make a regular appointment with your doctor.

There will be occasions where you have completely run out of one of the above medications. If this happens, you will be able to get a limited quantity at a “script only” appointment to tide you over until the next available appointment with your regular doctor.

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labelling Appointments

There are times when we can experience difficulty providing appointments at times requested by patients. The problem is exacerbated if appointments are not kept without explanation.

In order to provide the best service possible to our patients, we require at least 24 hours notice of cancellation of appointments so that we can offer it to someone else. If you do not arrive for an appointment you may be charged a \$10 fee which is not claimable with Medicare. If you're a new patient, this fee is \$50.

Saturday Morning Appointments

Dr Jay Mungi is available every 2nd and Dr Dodia every 4th Saturday of the month from 9 – 1pm. This is for existing patients of this practice and is by appointment only.

Long Appointments

Just a reminder that long appointments are available if you feel you may need this extra time with your doctor. Please make a double appointment at the time of booking.

Overseas Travellers

For patients travelling overseas it is advisable to make an appointment with your doctor at least **6 weeks before departure**, to ensure appropriate vaccinations and general advice can be obtained.

Visiting Specialists and Allied Health

Dr Rob Forsyth, Urologist.
Dr Bala Saravanasubramanian, Cardiologist.
Dr Bidhu Mohapatra, Physician.
Dr Michael Jamieson, Ophthalmologist.
For appointments please discuss with your doctor.

Telehealth Consultations

With participating Specialists, are now available from our rooms. Please ask your Doctor for further information.

Phoning to check on your appointment

Due to a variety of reasons doctors can run behind with their schedule. We welcome patients to ring before their appointments to check how their doctor is going, and what the likely wait time is. This can still change after your call, depending on what arises in the consultations before yours, or if there is an emergency.

Monash University Bendigo Regional Clinical School update

Welcome to Purani & Nasreen who are with us for semester 2 of 2017.

Opening Hours

Our phone (5472 1844) is open from 8.45am and the door opens at 8.55am week days. We close at 5.30pm. Saturday morning appointments with Dr Mungi are available on the 2nd Saturday of the month and Dr Dodia on the 4th Saturday of the month from 9am – 1pm.

**For after hours medical advice, please call:
1800 022 222.**

Mobile Phones

The doctors within this clinic would appreciate that all mobile phones are turned off (or made silent) once you have entered the building.

Problem with a health service or concerns about your health privacy?

Our practice appreciates all feedback – good or bad! Please do not hesitate to discuss with any member of our staff or your GP. We have a quiet room available if you wish to discuss your matter in private.

Or you may wish to contact the Health Services Commissioner – Complaints and Information (03) 8601 5200 or 30th floor, 570 Bourke Street, Melbourne, 3000.