

137 Cornish Street, Castlemaine, 3450. Ph: 5472 1844 Fax: 5470 6040 Website: www.botanicalgardenshealth.com.au
Opening times: Mon – Fri 9am – 5.30pm as well as the 2nd and 4th Saturdays of the month. We are closed public holidays.

Medical Staff

We are very pleased to announce that Dr Haris Noor has returned after being away for 12 months. He is consulting every Tuesday and alternates between Thursday and Friday.

Dr Ammar Al-Abdali has also joined our team and consults every day except for Thursdays. Both doctors are accepting new patients.

A sad farewell to **Dr Mary Holland** who has been a dedicated and much loved GP in Castlemaine for a large number of years. We wish Mary every happiness in this new chapter of her life.

Online appointments

You can now make appointments online either via our website (www.botanicalgardenshealth.com.au) or you can download the app Hotdoc. Instructions are available at reception.

Fluvax clinics...

Not unlike previous years, we will have Fluvax clinics operating from sometime in April after stocks arrive. Please watch our website and the local newspapers for more details. Appointments are required.

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.

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.

Not arriving for your appointment

Wherever possible if you are unable to make it to your appointment, please give us 24 hours notice 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.

Telehealth Consultations

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

Changes to scripts ordered over the phone

Recent expert medico legal advice suggests that providing scripts without a consultation may not provide an adequate duty of care. As a result, from August 2016, we ask that you see your usual Doctor for repeat prescriptions.

This is good medical practice, as it allows medications to be reviewed, and doses or types of medications to be adjusted accordingly – for example, blood pressure, diabetes, cholesterol and weight checks usually require 3-6 monthly appointments for stable patients with these issues.

This is particularly important for authority scripts and essential for medications such as strong pain killers, anti-depressants and sleeping tablets, where concerns about good pain control, suicide risk, and addiction are important to consider.

Booking routine appointments in advance

More often than not, our doctors are booked at least a week ahead. Wherever possible, we encourage you to book routine appointments or reviews in advance.

Thank you.

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Cancelling 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.

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.

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.

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.

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

Dr Rob Forsyth, Urologist.

Dr Bala Saravanasubramanian, Cardiologist.

For appointments please discuss with your doctor

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.