

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 Louise Bettiol has joined our team. She consults Tuesdays and Thursdays.

A big congratulations goes out to Dr Emma Pratt who had a baby girl recently. We look forward to having her back at BGH sometime in 2020.

Bulk Billing

Please present your Health Care Card or Pension every time you visit so that your consultation can be bulk billed. Those without a current concession card will be charged our private fee.

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.

Booking routine appointments in advance

More often than not, our doctors are booked 2-3 weeks ahead especially during the Winter months. Wherever possible, we encourage you to book routine appointments or reviews in advance. Thank you.

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

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.

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.

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.**

Home visits

Where safe and reasonable, Doctors at this clinic are willing to visit patient at their home, aged or residential care facility if they're too unwell to attend the clinic.

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Scripts now require an appointment

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.

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.

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.

Telehealth Consultations

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

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.