

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

### **Medical Staff**

We are very pleased to announce that Drs Jia-Wen (Jong) Ong and Michael Barclay have joined our team.

A big congratulations goes out to Dr Tom Dewar who had another baby boy recently.

### **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](http://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 4-6 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 2<sup>nd</sup> Saturday of the month and Dr Dodia on the 4<sup>th</sup> 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.