

137 Cornish Street, Castlemaine, 3450. Ph: (03) 5472 1844 Email: info@botanicalgardenshealth.com.au
Website: www.botanicalgardenshealth.com.au Opening times: Mon – Fri 9am – 5pm We are closed public holidays.

Medical Staff

We are very pleased to announce that Dr Samir Puthalakath has joined our team as a Term 1 Registrar. He'll be with us until the end of January 2024.

Dr Shivawn Stevens recently welcomed a baby girl. Shivawn is currently on maternity leave and we're hopeful she'll return next year.

Bulk Billing

We are able to check Medicare and concession entitlements through our software program but at times still need to view these cards so would appreciate you having them with you.

Online Appointments

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

Booking routine appointments in advance

More often than not, our doctors are booked 4-6 weeks ahead – some for even longer. 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 \$20 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 9am. We close at 5pm.

**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 always 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.

Masks

Please remember you still need to wear a mask whilst in our clinic.

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 and staff 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.

Telephone/Telehealth Consultations

Provided you’ve had a face to face consultation within the last 12 months, you’re able to book a telephone/telehealth consultation with our Doctors and on occasional, our Practice Nurses.

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.