

**ProHealth**  
Family Medical Centre

**FULLY  
BULK  
BILLED**

**OPEN 7 DAYS**

R17, 1 A LINSELL BOULEVARD, HUNT CLUB VILLAGE SHOPPING CENTRE,  
CRANBOURNE EAST

## CLINIC OPENING HOURS

**Monday To Friday**  
**9 am to 10pm**

**Weekends & Public Holidays**  
**9am to 6pm**

### OUT TEAM

#### Male Doctors

Dr. Mahmood Bhatti  
Dr. Muhammad Shahbaz  
Dr. Balwinder Singh  
Dr. Asad Dar

#### Female Doctors

Dr. Rupika Sudurikku  
Dr. Kiswa Tarek  
Dr. Reem Mahdi

#### Allied Health

Walaa            Physiotherapist  
Shyleen        Podiatrist  
Anne Zhu        Dietician

Dorevitch Pathology

#### Practice Manager:

Mrs. Dyllis Williamson

#### Practice Nurses

Ms. Dony Ooursilal  
Ms Mia Campbell  
Ms. Gladys Omandam

### APPOINTMENTS

Please phone the practice for an appointment. Emergencies will always be given priority.

#### Longer consultations

Longer consultations are available: please advise the reception staff if you require extra time.

#### Walk-in appointments

Walk-ins will be allocated the first available consultation, and will usually be required to wait.

#### After hours and emergency care

Outside our Clinic Hours please contact our After Hours Service on 137425

#### Home visits

Home visits are available for regular patients whose conditions prevent them from attending the surgery

#### Fees and billing arrangements

Patients with a valid Medicare card will be bulk-billed. Patients without a valid Medicare card – Fees are payable at the time of consultation.

**FOR APPOINTMENTS PHONE**

**5995 2233** ☎

or book online [www.prohealth.com.au](http://www.prohealth.com.au) 🌐

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#### **Practice Services**

- General Family Medicine
- Chronic Disease Management
- Cervical Screening
- Iron Infusions
- Preventative Medicine
- Pain Management
- Acupuncture
- Taxi License
- Work cover & TAC
- Online claiming for Overseas Patients

#### **Communication / telephone policy**

If you require to speak to the doctor. Staff will take your details, and will only interrupt a consultation if the problem is urgent.

#### **Test results**

If you have been referred for a test, please ensure you contact us for the result within two to three days. Results will not be provided over the telephone.

#### **Reminder system**

Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate to your care

#### **Management of patient health information**

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy

#### **Patient rights**

Advise patients that they have the right, and are encouraged, to participate in decision about their healthcare.

#### **Referrals and engaging with other services**

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

#### **Patients who require communication services**

Patients who require communication assistance are asked to let the reception staff know when making the appointment.

#### **Patient feedback**

Please speak to a member of the clinical team, or the Practice Manager, if you have suggestions, or are unhappy with the service you have received. Alternatively, you can contact the Health Commissioner on 1300 582 113 between 9am and 5pm, Monday to Friday.

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