

JOSEPH BANKS MEDICAL CENTRE

July 2016

3 JOSEPH BANKS CRESCENT, ENDEAVOUR HILLS VIC 3802
TELEPHONE: 9700 2281 FACSIMILE: 9700 6489

Dr Roger JOHNSTON

MB BS (MONASH), D Obst RCOG, VR

Dr Sam GIUMMARRA

MB BS (MONASH), D Obst RCOG, VR

Dr Graeme DOWNE

MB BS (MONASH), D Obst RCOG, FRACGP, VR

Dr Melissa MONKIVITCH

MB BS (MONASH), D Obst RCOG, VR

Dr Charles HAMILTON

MB BS (MELB), Grad.Dip. in Social Science, (Drug Dependence, VR

Dr. Ivan NG

MB BS (QUEENSLAND), Ex. Rehab, FRACGP, VR

Dr. Krysia DEBICKI

MB BS (MONASH), (HONS), D Obst RACOG, VR

Dr. Anna DOWLING

MB BS (MONASH) VR

HOURS

Monday – Friday	8.30 am – 7.30 pm
Saturday	9.00 am – 12.00 pm
Public Holidays	9.00 am – 12.00 am

HOSPITALS

We have admitting rights for obstetric public patients at Dandenong Hospital, Casey Hospital and Monash Medical Centre. For private, general medical patients we also admit to South Eastern Private Hospital, The Valley Private Hospital, Berwick Private Hospital and St. John of God Pinelodge Clinic.♣

FACILITIES FOR PATIENTS WITH A DISABILITY

There is a permanent wheelchair at the clinic to assist patients getting to and from the car park. The entrance to the building has a ramp suitable for wheelchairs. The car park has a specially marked space located near the entrance of the building. Should you have any special needs, please discuss them with the receptionist, nurse or your doctor.♣

APPOINTMENTS

Consultations are by appointment at the surgery whenever possible, but for urgent matters we can see you without an appointment. Occasionally more time with the Doctor may be required, please advise the Receptionist at the time of Booking.

Please ring 9700 2281 for an appointment.♣

AFTER- HOURS

To arrange urgent medical attention outside advertised times please call 9700 2281. When the surgery is closed the telephone is diverted to the National Home Doctor Service, 9429 5677. This service will assess your call and if necessary contact the clinic duty doctor. If this is not possible they will arrange a locum or advise help via one of the local hospital Emergency Departments.♣

HOUSE CALLS

This surgery does provide home visits to regular patients if you are too sick to attend the surgery and providing you live in the Dandenong/Berwick area.

Visits can also be arranged for private patients in hospitals, patients in nursing homes and retirement villages within the specified areas.♣

FAMILY ORIENTED

Established in 1979, we are a family oriented General Practice, and cater for all age categories. All Doctors in this practice have satisfied the requirements of the Royal Australian College of General Practitioners, and are on the Vocational Register of General Practitioners, and are committed to general practice, continuing medical education and preventative care.♣

CHARTER

We aim to provide a comprehensive service in a friendly, caring and personal way.♣

MOTHER AND BABY FACILITIES

We can provide a room for nursing mothers if required. A change table is also available, please ask the receptionist for assistance.♣

TELEPHONING YOUR DOCTOR

The doctor will take calls relating to you or your family's health. If they are seeing patients when you call, they may need to call you back.♣

REPEAT PRESCRIPTIONS

Prescriptions for some medication taken regularly can be obtained without seeing the doctor if he/she has agreed to this. Requests may be made by phone, letter or calling in at the surgery. It is helpful if we have at least 24 hours notice in order to deal with your request. Repeat prescriptions if not seen by the Doctor will incur a cost of \$15.00.♣

OTHER SERVICES NEARBY

Pathology is located at the rear of the building. X-ray services are located nearby, as is the Peninsular Ambulance Service which is only 3km away.♣

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

All consultations are confidential. Not only is this true for adults but also for young people who attend. We protect your privacy and treat all patient information including health and financial details as private and confidential and ensure that this information is only available to authorised members of staff.

We have developed and documented a privacy policy according to current privacy laws. If you would like more information about privacy, or how to access your health record, please ask your doctor or see reception. ♣

PATIENT FEEDBACK

From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our service. If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please feel free to talk to your doctor, nurse or receptionist about any problems you have with the service we provide. We believe that problems are best dealt with in the practice, however, if you feel that there is a problem you wish to take up outside, you may prefer to contact one of the available professional health advisory agencies in Victoria.♣

Health Services Commissioner
Level 30, 570 Bourke Street
Melbourne VIC 3000
Phone: 8601 5200 Fax: 86015219

REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not want to take part in this system please advise the reception staff.

YOUR RIGHTS

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or use our suggestion box.

Complaints concerning privacy should be directed to your Doctor, Practice Manager or ♣

National Privacy Commissioner,
GPO Box 5218, Sydney 1042
Privacy hotline 1300 363 992
Email: privacy@privacy.gov.au

FEES

A standard consultation paid at the time of consultation is \$71.00 with a Medicare rebate of \$37.05. For longer consultations a charge of \$110.00 with a Medicare rebate of \$71.70 will apply.

We ask that all accounts are settled at the time of consultation or a \$10.00 accounting fee is added. Please let us know if you are experiencing genuine difficulty in making payments

File transfers attracts a fee of \$20.00 plus postage and handling.

Conditional bulk billing applies to Pensioners and Health Care Cardholders.♣

ADMINISTRATION STAFF Margaret Peters is our very experienced Practice Manager. Our Receptionists are Eileen, Sue, Antoinette, Lyn, Donna and Kerri. They are all highly trained to provide you with competent and friendly service.♣

NURSING STAFF Our very experienced Nursing staff Annette, Hayati Ab Wahab, Rachel Bomer are constantly updating their skills and knowledge to provide the best duty of care possible.♣

SERVICES AVAILABLE

- ❖ Check – ups
- ❖ A range of Care Plans and Health Assessments
- ❖ Family planning
- ❖ Pap smears
- ❖ Pregnancy tests
- ❖ Ante-natal care
- ❖ ECG: heart check
- ❖ Echocardiograph
- ❖ Holter Heart Monitoring
- ❖ Acupuncture
- ❖ Spirometry: lung test
- ❖ Counselling
- ❖ Vaccination: children and travel
- ❖ Blood tests
- ❖ Minor surgery: removing of moles, skin cancers
- ❖ Liquid nitrogen 'freezing' therapy for sun spots and warts
- ❖ Spinal manipulation
- ❖ Psychologist incl. Hypnotherapy
- ❖ Weight control, Nutrition advice
- ❖ Sports medicine
- ❖ Dermatoscopy: skin checks
- ❖ Hearing tests
- ❖ Drug and alcohol rehabilitation
- ❖ Geriatric nursing home care
- ❖ Iron Infusion

MEDICAL STAFF:

Dr Roger Johnston graduated with a Medical degree in 1968 and has had over 40 years experience as a General Practitioner. His particular interests are minor surgery, obstetrics, drug and alcohol rehabilitation and medical examinations for Aviation and Scuba Diving Certificates.♣

Dr Sam Giummarra graduated with a Medical Degree in 1975 and has had over 30 years experience as a General Practitioner. His particular interests are minor surgery, obstetrics, and drug and alcohol rehabilitation.♣

Dr Graeme Downe graduated with a Medical Degree in 1978 and has had over 30 years experience as a General Practitioner. His particular interests are minor surgery, obstetrics, paediatrics and medical education.♣

Dr Melissa Monkivitch graduated with a Medical Degree in 1985 and has over 27 years experience as a General Practitioner. Her particular interests are women's health issues, counselling, antenatal care, allergy testing and minor surgery.♣

Dr Charles Hamilton graduated from Melbourne University in 1977. He joined Joseph Banks Crescent Medical Centre in 2002. His particular interests are drug and alcohol rehabilitation, geriatric nursing home care and minor surgery.♣

Dr Ivan Ng graduated from the University of Queensland, has a Post Graduate Diploma in Exercise Rehabilitation. His special interests include Sports Medicine, Exercise Physiology and Fitness Training as well as Acupuncture, both laser and needle. Dr. Ng speaks fluent Chinese.♣

Dr Krysia Debicki graduated with Honors from Monash University, her particular interests include antenatal care, women's health issues, and minor surgery. Dr Debicki is fluent in Polish language. ♣

Dr. Anna Dowling graduated in 1978 and has had over 30 years experience as a General Practitioner. Her particular interests are women's health, minor surgery and paediatrics..♣

All Doctors are usually available Monday to Friday. They work a rotating roster on Saturday.♣

