

Welcome to the Family General Practice and Women's Clinic on Richmond Hill

Our service philosophy is based on an holistic approach to health care. We are a fully accredited practice and aim to deliver comprehensive, professional and personal medical care to you and your family.

Services Provided

General medical checkups, annual health checks, screening tests (such as Pap smear, breast checks, cholesterol and diabetes checks / monitoring), women's and men's health review, travel medicine advice, immunisations, pre-employment / insurance examinations, minor procedures and preventative health.

Specialised services include psychotherapy, acupuncture, hypnotherapy, naturopathy and herbal medicine.

The Women's Health Clinic also caters for specialised women's health needs. Some of the services include contraception consultations, IUD/Implanon insertion, shared (antenatal) care, sexual health counselling and treatment, menopause management, lactation counselling and natural fertility alternatives.

Hours

Monday:	8:00am – 6:00pm
Tuesday:	8:00am – 6:00pm
Wednesday:	8:00am – 6:00pm
Thursday:	8:00am – 6:00pm
Friday:	8:00am – 5:00pm
Saturday:	8.30am – 12.30pm

The practice will provide home visits to regular patients locally wherever possible. If this cannot be accommodated we will refer you to our medical deputising locum service. Melbourne Medical Locum Service is our nominated "After Hours" care provider. MMLS is also a fully accredited practice – a pamphlet is available from reception. Please call 9429 5677.

Appointments

We operate on an appointment system, however all emergencies will be attended to as soon as possible. Please let reception know if there is a need for urgent attention and a nurse or doctor will assess your needs.

A standard consultation is booked for fifteen minutes. If you have several issues or a more complex issue to be discussed please ask for an extended appointment. This helps reduce waiting time. Every attempt is made to get each patient into his or her appointment at the scheduled time.

That is why it is essential to ring and cancel your appointment, at the earliest convenience, if you are unable to attend. We have an extensive cancellation list each day for patients who would appreciate this courtesy.

Billing

This is a private billing practice. Please see our enclosed fee schedule or enquire at reception.

We do offer selective bulk billing to current Pension Card holders during normal consult hours.

Health Care Card holders and full time students presenting current cards will be eligible for a reduced fee.

Results

Our policy is that results will be given according to the doctor's discretion.

Sometimes the doctor or our practice nurse can give a result over the phone, but where discussion and explanation of the result and its implications are required our Doctors prefer patients to make a follow-up appointment. The doctor will indicate this during your appointment.

Recall

Many screening tests need to be repeated at regular intervals and some health problems need regular monitoring. We have in place a computerised recall system for review of screening tests and conditions such as pap smears, asthma and diabetes. This is one of the reasons why it is important that we have your current contact details.

Introducing Our Doctors

Dr Lisa Amir – MB.BS, MMed (Wom Hlth), IBCLC

Dr Amir has a special interest in breastfeeding problems, and has been an internationally certified lactation consultant since 1989. Dr Amir has experience in women's health, such as contraception and vulval problems. She is a consultant to the Breastfeeding Clinic at the Royal Women's Hospital and completing a PhD in mastitis at La Trobe University.

Dr Kathryn Dunne – MB.BS, FRACGP, Dip HYP

Dr Dunne graduated from Monash University in 1988 and has since been predominantly in general practice. She has extensive experience in general practice and general medicine. Her areas of special interest include women's health, acupuncture and hypnotherapy. She is a RACGP examiner and also a mentor to GP registrars.

Dr Karen Feeney – MB.BS, DRANZCOG

Dr Feeney graduated from Monash University in 1979; she has also completed a Diploma in Obstetrics and Gynaecology. Dr Feeney has almost 20 years experience in general practice specialising in the area of women's health and obstetrics. For 16 years of her career Dr Feeney worked in an antenatal clinic in a public hospital and she still regularly assists a gynaecologist and general surgeon in theatre. Dr Feeney also enjoys treating children and performing minor procedures.

Dr Joanna Maderska – MB.BS, Dip App Sci (Nutr and Enviro Med)

Dr Maderska is a general practitioner who deals with all aspects of general practice. Her areas of interest and expertise are women's health and preventative medicine. She enjoys facilitating self-improvement in patients through education. Dr Maderska graduated from Monash University Medical School and spent another two years acquiring a Diploma in Applied Science in Nutritional and Environmental Medicine at Swinburne University. In addition Dr Maderska is fluent in English and Polish.

Dr Thuy A Nguyen – MB.BS, DRANZOG, FRACGP

Dr Nguyen graduated from Melbourne University in 1995, completing training for general practice as well as the Diploma for Obstetrics and Gynecology. Dr Nguyen has been in general practice for the last few years, having a special interest in women's health, migrant health and paediatrics. She is also proficient at minor procedures such as excision of skin lesions and joint injections. In addition Dr Nguyen is fluent in English and Vietnamese.

Dr Thuy B Nguyen – MB.BS, DRANZOG, FRACGP

Dr Nguyen graduated from the University of Melbourne and has undertaken all her subsequent medical training in Victoria. Her paediatric experience was gained from working at the Royal Children's Hospital. Dr Nguyen's other special interest is in women's health, with a Diploma of Obstetrics and Gynaecology obtained through training at the Mercy Hospital for Women. Dr Nguyen is also very interested in all areas of general practice. In addition Dr Nguyen is fluent in English and Vietnamese.

Dr Colin Stewart – MB.BS, RACGP

Dr Stewart graduated from Melbourne University in 1977 and has over twenty years experience in general practice. His special interests include young people's and adolescent health, men's health and diabetes.

Introducing Our Other Health Care Providers:

Kerry Hampton – RN, RM, Trained Teacher OMB Grad Dip
(Health Ed.), Master of Arts (Women's Studies)

Kerry is a midwife, trained Billings Method and women's health educator. For more than 15 years she has had a special interest in natural fertility, menstrual well-being education and provides this specialist service at the Women's Clinic. Kerry's courses are attended by women and couples who want to achieve safe, effective natural contraception, want assistance in achieving pregnancy or want to establish menstrual wellness in natural ways.

Assunta Hunter – BA (Hons) ND, Master of Women's Health

Assunta has been in practice as a herbalist and naturopath for 20 years. She has professional and research interests in the treatment of menopause and endometriosis. She is currently also employed as a lecturer in complementary medicine by the University of Queensland.

Andrea Packard – RN, SRM, dip (Community Nursing),
Certificate of Family Planning

Andrea has over 20 years experience as a nurse and midwife. As our Practice Nurse Andrea will see patients for ongoing Depo Provera injections, the Morning After Pill, annual health check-ups for older patients, dressings and certain test results.

Information about our psychotherapists is available on request.

Privacy

Our practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times. Your information is only available, as required in the provision of services, to authorised members of staff, except in situations where there is overriding legal requirements to provide information, such as notifiable diseases or legal proceedings. All staff must sign a confidentiality clause as part of their employment conditions.

You will be asked to sign "Consent to Collection of Personal Information" form when you first visit the practice. This form outlines how we handle personal information to allow us to provide the best possible service for our patients in the most secure manner. Our Privacy Policy is available for viewing on request at reception.

Feedback

We value the opinion of our patients on all aspects of our service provision and welcome any suggestions, feedback or compliments about the practice. If you have any concern about your care and treatment at the Family General Practice we would encourage you to speak to Sandy Edwards, the Practice Manager or your doctor of whom both will be happy to discuss the issue or any aspect of clinic service with you. Please ask at reception for Sandy Edwards or address any correspondence to her.

Parking and Transport

All day parking is available on the same side of Church Street as the Women's Clinic, and two hour parking is available opposite. Trams are close by in Church Street (#78/79), Swan Street (#70) and Bridge Road (#75/#48), the nearest stops being five minutes (or less) walk away. East Richmond train station is five-minute walk and Richmond station is a ten-minute walk or brief tram ride away. Melways references 2H A8, 44 F10.

 **The Women's Clinic** **Family
General
Practice**

on Richmond Hill

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*Welcome
to the
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