

## After Hours Arrangements

**Emergency**  
**000**

**National Home Doctor Service**  
Ph: 13 7425

**Closest Emergency Dept**  
Box Hill Hospital  
Enter via Rodgerson Rd

**Poisons Information**  
13 1126

**Nurse-On-Call**  
Ph: 1300 60 60 24



## Hospitals

Box Hill	1300 342 255
Royal Children's	9345 5522
Maroondah	1300 342 255
Knox Private	9210 7000

## Patient Feedback

Patient feedback is encouraged and should be directed to the Practice Manager.

We take your concerns, complaints and comments seriously and appreciate your suggestions.

If you feel your issue needs to be addressed outside the practice please contact:

### Victorian Health Services Commissioner

<https://hcc.vic.gov.au/make-complaint>

Ph: 1300 582 113

OR

### AHPRA

<https://www.ahpra.gov.au/>

Ph: 1300 419 495

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## Privacy Laws – Medical Records

Your medical record is a confidential document. No medical information will be accessed by unauthorised personnel. It is the policy of this practice to maintain security of medical records. Please refrain from sending sensitive personal information to us via email unless the message is encrypted with a password which is sent in a separate email

# DONCASTER EAST FAMILY MEDICAL CENTRE

*A Fully Accredited Practice with*  
 Quality Practice Accreditation



## Doctors

**Dr Lawrence Wu**

**Dr Rose Thanenthiran**

**Dr Sathiya Sivanesan**

## Hours

(Closed Sundays & Public Holidays)

Monday – Friday	8am – 6pm
Saturday	8am – 12noon

**116 Blackburn Road**  
**Doncaster East 3109**

**Tel: 03 9842-8585 Fax: 03 9841-8798**

## Services Provided

Our Doctors and Nurses specialise in all aspects of General Medicine:

- Women's and Men's Health
- Family Medicine
- Healthy Kids Check
- Iron Infusion
- Sexual Health
- Weight Management
- Children's Health and Immunisation
- Occupational Health
- Travel Vaccines
- Chronic Disease Management
- Mental Health
- Acupuncture
- Wound Care
- Liquid Nitrogen Treatment

We also offer on-site services of:

- Diabetes Educator Nurse
- Pathology W & F 8am-12.30pm

## Telephone Messages

A detailed message will be taken by the receptionist and passed on to the doctor. If the doctor deems the call as clinically significant, they will call you back at the soonest possible time. We ask that patients please do not misuse this service and let the receptionist deal with non-clinical queries.

## Aged Care & Home Visits

Our doctors will do visits to Aged Care facilities for their regular patients but only with prior approval. Doctors may do Home Visits for regular patients in extreme cases

## Recall and Reminder system

Our practice is committed to providing optimal care and as such, subscribes to all government recall systems for Cervical (PAP) Smears and Immunisations.

All patients are automatically placed onto these recall systems. Please let your doctor know if you do not wish to participate.

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## Repeat Prescriptions/Referrals and Medical certificates

Requests for repeat prescriptions, referral letters and medical certificates will not be taken over the phone. You must make an appointment with your doctor to obtain these.

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## Making an Appointment

Bookings are essential and can be made online via

<http://www.defmc.com.au>

<https://www.hotdoc.com.au>

Please telephone the clinic on  
**03 9842 8585**

Please tell the receptionist the following:

- Your full name, address and date of birth
- How many people the consultation is for; we need to allocate a separate appointment time for each person
- If you require a longer consultation for multiple problems or a more complex problem

Our doctors are committed to being on time. However, emergencies will be seen before booked appointments

## Results

An appointment is required to discuss all test results. No results will be given over the phone due to privacy laws.

Please note that our reception staff are not clinically trained and as such, aren't legally permitted to discuss results.

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## Fees and Billing arrangements

- A consultation fee applies for all new patients or existing patients who have not attended in the last 3 years
- We accept cash, cheque, EFTPOS, VISA and MasterCard. We can claim the Rebate on your behalf if you have your correct bank details registered with Medicare
- Pensioners, Health Care and/or Commonwealth Seniors card holders and Children (under 16) will be bulk billed after their first visit
- There is no bulk billing on Saturdays and will incur a higher fee regardless of concession status
- Accounts need to be settled at the time of consultation. An administration fee of \$10 will apply for accounts not settled at this time.
- If you fail to attend 3 appointments without contacting us, there will be \$50 fee payable before another appointment will be made

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## Disabled Access and Parking

- Disabled parking space at rear
- Wheelchair accessible toilet
- Front and rear automatic sliding doors