



Welcome to Manningham General Practice (MGP), the leading provider of health care in the local community.

MGP is located within the contemporary new Manningham Medical Centre, which offers a complete array of outpatient services within a single world-class health care facility.

MGP is fully owned and operated by its team of committed doctors who are dedicated to providing better outcomes for the health and wellbeing of all of their patients. The Practice is staffed by experienced, highly trained and helpful Managers, Receptionists and Nurses, many of whom are familiar faces from the original amalgamating Practices.



Hours:

Monday to Friday: 8am – 8pm

Saturdays and Public Holiday: 9am – 5pm

Sunday: 9am – 1pm

Address:

200 High Street

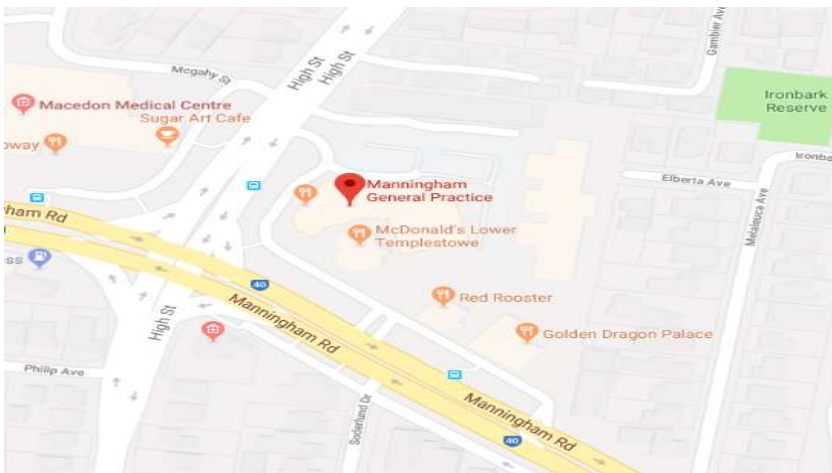
Templestowe Lower

Vic 3107

Phone: 03 88 401 400

Email: info@mgp.net.au

MAP:



Appointments:

MGP provides a comprehensive 7 days per week service

- Consultations are by appointment.

Appointments can be made by:

- **Phone:** (03)88 401 400
- **Online:** www.mgp.net.au

Every effort will be made to accommodate your preferred time.

In the interest of continuity of care, we encourage you to see your own family doctor whenever possible. When this is not practical one of the other doctors from the Practice will be pleased to assist you and will have full access to your medical history.

Urgent medical problems are dealt with promptly, and emergencies will always take priority. **Please inform the receptionist if you believe that urgent medical treatment may be needed.**

As unavoidable delays may occur you may choose to ring prior to your appointment time to see whether your doctor is running on time. If your doctor is delayed you are welcome to request to see one of the other doctors.

MGP's doctors will always take the time necessary to deal fully with your medical problems. To minimise inconvenience to other patients please inform the receptionist at the time of booking if you feel that you may require a longer consultation e.g. for counselling, surgical procedures, insurance or other comprehensive medical checks, Centrelink reports, Cervical Screening (Pap Smear), and complex or multiple minor problems.

- Please note that a separate appointment is necessary for each person to be seen by the doctor.
- We offer face-to-face, phone and video consults.

After Hours Arrangements:

MGP makes provision for 24-hour care for urgent medical problems. ,

For After Hours attention please call the locum service directly on 9429 5677 or 13SICK (137425)

If you have an emergency you should dial 000 and request Ambulance assistance.

Home Visits:

Home visits are available for regular patients whose condition prevents them from attending the Practice. If you require a home visit please contact **MGP** as early as possible in the day to enable the appropriate arrangements to be made.

Telephone Access:

Phone consults are available, if you wish to discuss any health concerns over the phone.

Results:

Manningham General Practice respects patients' confidentiality, which is why it is our policy not to discuss your test results via email.

If the doctor requests tests as part of your treatment, it is best to make a follow-up appointment with your doctor to discuss the results which can be a face-to-face, phone or video appointment.

Results usually arrive within one week of your medical test, with the exception of some tests which can take up to two weeks.

If you do not make a follow-up appointment, please be aware that one of our team members at Manningham General Practice may call you or an SMS might be sent out to suggest making an appointment to discuss urgent or non-urgent results.

Repeat Prescriptions:

Legal constraints and Best Practice procedures dictate that a consultation is made for all repeat prescriptions.

Reminder System:

MGP has a strong commitment to preventive care. We operate a computer-based reminder system to notify our patients if they are due for a review of their medical situation. Please let the receptionist know if you would like to receive a reminder for your next review, or indeed if you prefer to be excluded from our reminder system.

Management of your Personal Health Information:

MGP maintains fully computerised medical record systems. Your medical record is a confidential document. It is our firm policy to maintain privacy and security of personal health information at all times and to ensure that this information is available only to authorised members of our staff. No information will be conveyed to any third party without the express prior consent of the patient. Please request a copy of our Practice Privacy Policy leaflet for further information regarding privacy, security and access of your personal health information.

Fee and Billing Arrangements:

MGP is a Private Billing Practice. The Fee Schedule for consultations is posted in the reception area.

- Please note that the fees charged for all consultation and procedural items do not exceed and in most instances are substantially less than the AMA recommended fees.
- Children aged 13year and under are Bulk Billed Monday to Friday, 8am – 6pm and billed privately between 6pm – 8pm. Private fees apply on Weekends and Public Holidays.
- All Pensioners are Privately Billed with an out-of-pocket fee of \$15 Monday to Friday, 8am – 6pm and full private fees between 6pm – 8pm. Full Private fees apply on Weekends and Public Holidays.
- HCC holders are charged at a discounted rate Monday to Friday 8am – 6pm and full private fees between 6pm – 8pm. Full Private fees apply on Weekends and Public Holidays.
- Veterans Affairs patients are entitled to sign the Service voucher with no out of pocket costs.
- Third Party reimbursable accounts (WorkCover, TAC etc) primarily remain the responsibility of the patient, who is also responsible for all “gap payments”

Patients are requested to settle all accounts in full on the day of consultation. Cash, Eftpos credit card facilities and direct deposit are available.

- **The Policy at MGP is that Accounts need to be settled at the time of consultation, otherwise an administration fee of \$10 will apply to accounts not settled on the day.**
- MGP wishes to advise that we require 24 hours’ notice if you wish to CANCEL your appointment. Failure to inform MGP reception staff will incur a **NON-ATTENDANCE FEE of \$50.**

Referrals to private Specialist, Radiology or Pathology services (both within MMC and elsewhere) may attract some out-of-pocket expenses – please ask your doctor about these.

Fees Monday to Friday from 8am – 6pm

	Private	Private Rebate	Out-of-Pocket	HCC	HCC Rebate	Out-of-Pocket	Pension	Pension Rebate	Out-of-Pocket	Workcover/ TAC
Short	\$57	\$18.20	\$38.80	\$38.20	\$18.20	\$20	\$33.20	\$18.20	\$15	\$57
Standard	\$90	\$39.75	\$50.25	\$59.75	\$39.75	\$20	\$54.75	\$39.75	\$15	\$90
Long	\$160	\$76.95	\$83.05	\$96.95	\$76.95	\$20	\$91.95	\$76.95	\$15	\$160
Prolonged	\$255	\$113.30	\$141.70	\$133.30	\$113.30	\$20	\$128.30	\$113.30	\$15	\$255

Fees Saturdays, Sundays and Public Holidays

	Saturday AM	Rebate	Out-of-Pocket	Saturday PM, Sunday & Public Holiday	Rebate	Out-of-Pocket
Short	\$62.50	\$18.20	\$44.30	\$80	\$30.65	\$49.35
Standard	\$100	\$39.75	\$60.25	\$115	\$51.80	\$63.20
Long	\$170	\$76.95	\$93.05	\$200	\$88.80	\$111.20
Prolonged	\$275	\$113.30	\$161.70	\$280	\$124.50	\$155.50

Patient Feedback:

Should you have a problem with any aspect of the care you receive from **MGP** then we would like to hear about it. Please feel free to use the Suggestion Box in Reception, to talk to your doctor or the receptionist, or write to us if you prefer and email it to info@mgp.net.au. Be assured that we take your concerns, suggestions and complaints seriously. However, if you have a problem that you feel needs to be pursued outside of the Practice then you may prefer to contact:

Health Complaints Commissioner
26/570 Bourke St
Melbourne Vic, 3000 Telephone: **1300 582 113**
Email: AHPRAfeedback@ahpra.gov.au

Services Provided:

MGP provides a comprehensive range of primary medical services, including:

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|----------------------------------|----------------------------------|--|
| ♥ Highly-qualified Nursing Staff | ♥ Contraceptive Advice | ♥ Pre-Employment Examinations |
| ♥ Resuscitation Facilities | ♥ Cervical Screening (Pap Smear) | ♥ Insurance Medicals |
| ♥ Operating Theatre | ♥ Breast Examinations | ♥ Workcover Injuries |
| ♥ Treatment Bays | ♥ Pregnancy Tests | ♥ Counselling |
| ♥ Minor Surgical Procedures | ♥ Antenatal Shared Care | ♥ Palliative Care |
| ♥ Wound & Fracture Treatment | ♥ Menopause Advice | ♥ Aged Care |
| ♥ Liquid Nitrogen | ♥ Men's Health | ♥ Veterans' Health |
| ♥ ECG & Lung Function Testing | ♥ Prostate Checks | ♥ Care Plans for complex problems |
| ♥ Home Visiting Service | ♥ Weight Management | ♥ Aged In-Home Assessments |
| ♥ Nursing Home Visits | ♥ Nutritional Advice | ♥ Iron Infusions |
| ♥ The Travel Clinic | ♥ BP & Cholesterol Checks | ♥ Mirena and Copper IUD Insertions and Removal |
| ♥ Child & Adult Vaccinations | ♥ Asthma Care | ♥ Sexual Health Clinics |
| ♥ Mantoux Testing | ♥ Diabetes Care | ♥ Implanon Insertion and Removal |
| ♥ Family Medicine | ♥ Sports Medicine | ♥ Sclerotherapy |
| ♥ Paediatrics | ♥ Back and Orthopaedic Care | ♥ Fertility Assessment Clinic |
| ♥ Women's Health | ♥ Pain Management | |
| ♥ Family Planning | ♥ Comprehensive Health Checks | |
| | ♥ Occupational Health Services | |

All non-disposable surgical equipment is fully sterilised before use.

Manningham Medical Centre:

Manningham Medical Centre offers a complete and unparalleled array of Outpatient facilities to compliment the services provided by **MGP**, including:

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|---------------------|-------------------------------|---------------------------|
| ♥ Retail Pharmacy | ♥ Rehabilitation Services | ♥ Ophthalmology |
| ♥ Pathology Service | ♥ Specialist Medical Services | ♥ Dietician |
| ♥ Radiology Centre | ♥ Orthopaedic Service | ♥ ENT Service & Audiology |
| ♥ Physiotherapy | ♥ Cardiology Service | ♥ Cafe |
| ♥ Optometry | | |
| ♥ Dental Clinic | | |

Parking and Access:

The Centre is on the corner of High Street and Manningham Road and is readily accessible by both Public Transport and private car. Ample parking for more than 200 vehicles is available to the front, side and rear of the Centre, with undercover parking accessible via the High Street entry.

MGP is located at the rear of the Centre on Level 4 (Ground Entry level) and may be accessed either via the Main Entry (following the corridor) or by taking the lift from the undercover carpark. Disabled access and facilities are provided.

Smoking:

No smoking is permitted anywhere within the Manningham Medical Centre or its environs, including all carparks. Please respect the right of all patients to access medical care in a completely smoke-free atmosphere.

Our Doctors:

MGP doctors are vocationally/non vocationally registered and undergo continuing medical education and quality assurance programs. **MGP** is a teaching Practice for the University of Melbourne and the Royal Australian College of General Practitioners (RACGP). The Practice is completely independent from any external corporate influence and has no financial interest in any of the other service providers within the Centre. All clinical decisions and referrals are governed solely by serving the best interests of the patient.

Dr. Amitabh Ilango completed his postgraduate training and Fellowship in General Practice in 2003. Since graduation, he has worked in public hospitals and general practice. His special interests are in Men's Health, Cardiovascular Medicine, Diabetes and Asthma.

Dr. Jackson Lam grew up in Doncaster and graduated from Melbourne University in 2009. He spent his residency at Western Hospital, Footscray and Box Hill Hospital. He was awarded Registrar of the Year Award in 2013. His special interests include pediatrics and Dermatology. He speaks fluent Cantonese.

Dr. Prashima Ilango completed her postgraduate training and Fellowship in General Practice in 2004. She has gained invaluable experience in the public health system and has been in general practice since 2001. Dr. Ilango has a special interest in Women's Health, including antenatal care, paediatrics, and psychiatry.

Dr. Joe Juhasz emigrated to Australia from Hungary at the age of 6. He studied Medicine at Melbourne University and entered General Practice in Lower Templestowe in 1977. Joe has a special interest in Sports Medicine, Orthopedics, Surgery, Diabetes and Family Counselling. He speaks fluent Hungarian and a smattering of other languages.

Dr. Sumathy Krishnaswamy migrated from India 30 years ago after obtaining a postgraduate diploma in Obstetrics and Gynecology. Having gained 10 year's experience in Psychiatry she has been a General Practitioner for the last 20 years. She has a special interest in Women's Health, particularly Menopause and Antenatal Shared-Care. Her other interests include Asthma, Diabetes, Travel Medicine and Counselling.

Dr. Andrew Monk graduated from Melbourne University in 1977. He entered General Practice in Kew and Doncaster in 1980 after Residency at Royal Melbourne Hospital. He is an AMA Member and has special interests in Surgical Assisting, Soft-Tissue Surgery and Cosmetic Surgery, as well as General Medicine. His sporting interests include Golf and Horse Racing.

Dr. Bernie Crimmins graduated from Melbourne University in 1980 and completed his Residency years at St Vincent's Hospital. He began General Practice in 1983 and has completed a Graduate Diploma of Human Nutrition and a master's degree in public health. Bernie has special interests in Nutrition and Weight Management, and Sports Medicine, having been the Hawthorn Football Club's Medical Officer for 15 years.

Dr. Daisy Samuel-John graduated from Monash University and entered General Practice after having gained experience in Emergency Medicine and General Medicine. Her special interests include Women's Health, Antenatal Care, Pediatrics, Nutrition and Preventive Health.

Dr. Daisy Joseph completed her undergraduate medical training and a postgraduate degree in Dermatology from the National Board in India. She migrated to Australia in 2005 and has been working in General Practice since then. She completed her RACGP fellowship in 2008. Her special interests include Women's Health, Dermatology and Preventive Health. She enjoys the continuity of care and diversity offered in General Practice.

Dr. Wenruo Han graduated from China in 1978 and came to Australia in 1987. He is a qualified Urologist trained in China. Dr. Han has gradually moved his GP work to this Clinic because it is close to his home. He has a wide range of medical experiences and has a special interest in urology, heart disease, and emergency medicine. Dr. Han speaks fluent Mandarin.

Dr. Mary Walsh has special interests in Women's Health, Obstetric Shared-Care, Paediatrics, Ageing, Counselling and Mental Health. Mary conducts professional development programs in fertility and infertility awareness, post-graduate programs at the John Paul II Institute for Marriage and Family, and research into General Practice. She is an accredited Billings Ovulation Method teacher. Balancing work and married life with four children is a source of joy and many worthwhile challenges!

Dr. Margaret Harris grew up in Manningham and went to Uni at Monash to complete bachelor's degrees in arts and science. Subsequently, she studied medicine in Queensland and has since returned home to join MGP. Dr. Harris' interests include adolescent health and paediatrics. She enjoys going to the movies and plays all sports terribly.

Dr. Elean To will be familiar to many local residents as she not only grew up in Manningham, she has also practiced in the local area since 1994. Since graduating in 1990 she has worked at the Monash Medical Centre and as a GP in Manningham. Dr. To's special interests include Women's Health and Mental Health.

Dr. Olubunmi Mabo graduated in medicine in Nigeria in 1991. In 1996 she moved to the UK where she lived for 12 years and gained broad experience in Psychiatry. Dr. Mabo became a member of the Royal College of General Practice and completed a Diploma of the English Faculty of Family Planning and a Certificate in Substance Misuse Psychiatry. She moved to Australia in 2008 and joined MGP to follow her special interests in Mental Health, Family Planning, and Geriatrics.

Dr. Aida Karimpour graduated from Shiraz University in Iran in 2010. She is a fellow of the Royal College of Australian General Practitioners. Aida is interested in chronic disease management, women's health, mental health, dermatology, and pediatric health. Aida is an Accredited Skin Cancer Doctor with experience in diagnosis and treatment of skin cancers. Aida speaks fluent Persian (including Dari).

Dr. Novreen Rasool moved to Australia in 2007 with her husband, and since then has worked in Hospital Surgical and General Practice fields. She is a Fellow of the Royal Australasian College of General Practice, Associate Fellow in Skin Cancer Medicine, Advanced Diploma in Dermoscopy and Diploma in Dermatology. Novreen has a keen interest in early detection and prevention of both melanoma and non-melanoma skin cancer. She has done substantial numbers of procedures to the nose, cheeks, eyelids, ears, lips, digits and legs, and is an expert in both surgical and medical management of skin cancer. Novreen performs whole body skin checks and has used the latest digital dermoscopy and mole mapping equipment. She maintains an active interest in the treatment of general dermatological conditions such as acne, psoriasis and eczema. Novreen's other interests include women's health, aged care, mental health and chronic diseases. Novreen speaks English, Hindi and Urdu

Dr. Jimmy Lam is interested in all areas of family medicine with special interest in Lifestyle Medicine, Paediatrics, Chronic Disease Management, Minor Surgical Procedures and Men's Health. He is a member of the Australasian Society for Lifestyle Medicine. Dr Lam is fluent in Cantonese and can converse in Manda

Dr. Param Khera Grew up in Adelaide where he obtained his medical degree from the University of Adelaide. He completed RACGP Fellowship in Melbourne in 1998. He is an experienced General Practitioner who enjoys all aspects of his discipline with special interests in General medicine, Men's Health, Paediatrics, Travel Medicine, Snoring and Sleep Apnoea, Hair loss, Skin and Scalp conditions.

Dr. Shila Abdul-Rahman Goh has been working as a practicing GP in Melbourne's north-east for over 20yrs. Her patients know her to be empathetic, supportive and dedicated. She has a special interest in women's health, paediatrics and providing antenatal care. She is a strong advocate for empowering people through health education and advocacy. She has a long affiliation with Melbourne University, supervising our young generation of student doctors and GP registrars. Languages spoken are English, Malay and Indonesian. Outside of work, she enjoys spending time with her family and cooking. She also enjoys Latin dancing, bike rides and Sunday brunches.

Dr. Navid Nazarian graduated in 1998 and has worked in different disciplines of Medicine including Emergency Medicine until 2009. He has worked as an Orthopedic Registrar from 2009 until 2014 across multiple health systems including Geelong Hospital, The Alfred Hospital, Southern, Northern and Western Hospitals. During that time, he has been involved in the management of orthopedic procedures across all subspecialties. He is still working as an Orthopedic Surgical Assistant with some of the well-known Orthopedic surgeons in Melbourne.

Dr. Julia Marshall graduated from The University of Melbourne in 2007. Julia has had a long-standing interest in maternal health and vaccinology. She completed additional training with the Royal Australian College of Obstetrics and Gynecology (DANZCOG) and was awarded an Academic medal for her Masters in Public Health and Tropical Medicine in the Northern Territory, Western Australia, Kenya and Tanzania. Most recently, she has returned from the UK where she helped to develop the Oxford AstraZeneca vaccine and Novavax SARS-CoV-2 Vaccine. She gained her PhD at the University of Oxford for her work in Tuberculosis vaccine development. Julia is a Fellow of the Royal Australian College of General Practitioners (FRACGP) and is an antenatal shared care provider.

Dr. Eva Hafidz graduated in Medicine in New Zealand in 2000. She is also professionally trained as a specialist GP and received qualifications as a Fellow of the Royal Australian College of General Practitioners (FRACGP). Eva enjoys interacting with and caring for patients of all ages. She is passionate about improving patient outcomes and empowering others to take ownership of their health and quality of life.

Dr. Sangeeta Tewari has more than 25 years of General Practice experience, including overseas setting as well as rural and regional Australia. After graduating from MBBS, she completed a Diploma of Geriatric Medicine in India. She believes in holistic care and enjoys all aspects of general practice. Her main areas of interest are women's health, mental health and chronic disease management. She performs procedures such as Implanon and Intra Uterine Device insertion. She can communicate fluently in English, Hindi and Punjabi. In her free time, she enjoys singing, dancing and cooking Indian cuisine.

