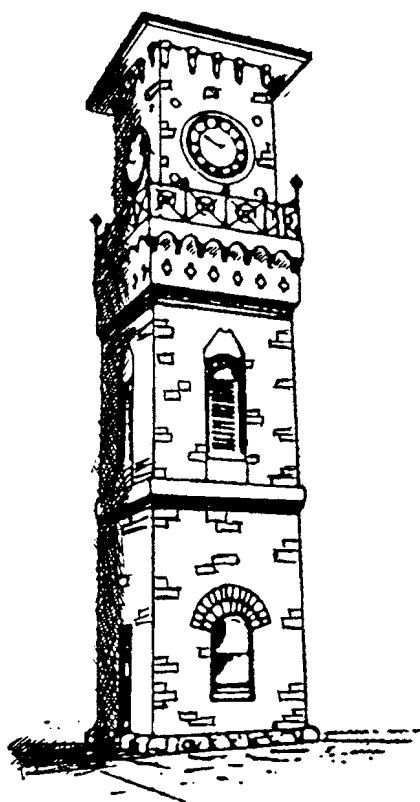


# CLOCKTOWER MEDICAL CENTRE



## Family & General Medical Practice



**Dr Yi Yun Jiang (Echo)**

**Dr Gaurav Pathania**

**Dr Tom Walsh**

**Dr William Truong**

**Dr Raaghav Sudan**

**Dr Lloyd Waters**

**Dr Rakesh Nandha**

**Dr Helen Stanley**

**Dr Chris O'Kane**

**Dr Judy Braga**

**Dr Fiona Sundermann**

**Registrars**

**Interns/Students**

**284 Raymond Street, SALE 3850**

Telephone (03) 5144 4788 (24 Hours)

Fax (03) 5143 1242

Email Address: [clocktower@clockmed.com.au](mailto:clocktower@clockmed.com.au)

### **Office Hours**

Monday – Friday 8:30am – 6.00pm

Saturday 8:30am – 12 noon

## **ABOUT THIS PRACTICE**

The Clocktower Medical Centre is a general practice committed to providing quality family medical care and to serve the needs of the community in which we live. Our medical staff have a long history of providing health care to the Sale area, dating back to the Bass Court Medical Centre in 1979.

In September of 1990 the practice at Cunninghame Street opened and was named the Clocktower Medical Centre. It was not long before our practice outgrew the premises at Cunninghame Street and moved to its present location in March of 2003.

All our doctors are highly qualified and experienced and provide a comprehensive range of service, including obstetrics, travel medicine, family medicine, preventative health, anaesthetics, paediatrics, women's health, men's health, aged care, emergency care, Occupational Health Care, Palliative care, minor surgery, and wound management.

## **OUR VISION & MISSION**

Doctors and staff at the Clocktower Medical Centre aim to provide patients with primary, comprehensive, continuous, and confidential medical care. We endeavour to treat patients and their families in a courteous and respectful manner to meet their individual, diverse, and cultural needs. We make every effort to provide this service in a friendly, caring, culturally sensitive, professional, and inclusive environment. We provide ancillary services for our patient's benefit and ensure these services align with our vision.

## OUR STAFF

All our doctors in the practice are on the Vocational Register of General Practitioners. This means we have a commitment to general practice and to continuing medical education.

Our principal Doctors are:

**Dr Yi Yun Jiang (Echo)** has an understanding in women's health issues. Dr Echo also practices in family medicine, preventative medicine, cosmetic medicine, and is also committed to teaching.

**Dr Gaurav Pathania** offers care in family medicine, he also performs procedures and has an interest in dermatology. Some other areas of interest for Dr Pathania are preventative health, occupational health, and teaching.

**Dr Tom Walsh** offers care in family medicine, he also performs procedures he also performs procedures", including skin surgery and corticosteroid injections". He has a particular interest in Chronic Disease management and Adolescence Health. Dr Walsh is also committed in the training and supervision of student doctors during their placement at the clinic.

**Dr William Truong** joined the team at Clocktower Medical Centre as a registrar while studying through Eastern Victorian GP Training and is now a partner of the practice. William provides medical care in all areas of family medicine and has a special interest in paediatric health, having completed the Sydney Child Health Program through the Sydney Children's Hospitals Network recently.

He is also committed to GP training and supervises medical students/interns at the clinic.

**Dr Raaghav Sudan** joined the team at Clocktower Medical Centre in 2020 as a registrar and returned to us in 2022.

He was the winner of the EVGPT Rural Pathway Registrar of the year 2021 due to his enthusiasm and dedication in a diverse range of interest within General Practice. These include skin checks, skin cancer surgery, Ingrown toe nail surgery, family medicine, and preventative medicine.

We also have six part time general practitioners working at this practice whose expertise range from Family Medicine, Q Fever Vaccinations, Women's Health, Obstetric Care, Palliative Care, Preventative Health and Travel Medicine.

**Dr Lloyd Waters**  
**Dr Judy Braga**  
**Dr Helen Stanley**

**Dr Chris O'Kane**  
**Dr Fiona Sundermann**  
**Dr Rakesh Nandha**

## **Nursing Staff**

Rita - our Nurse Supervisor and our nursing team; Kim, Stephanie, Heather and Rowena along with casual nursing staff are all highly trained Registered Nurses. They are available for advice on a wide range of medical issues and provide support to Doctors as required.

## **Reception Staff**

Cassie - our Office Manager and the Administration Team; Sharon, Tracey, Anneke, Bethany, Ellie and casual reception staff. They can help you with any questions you may have in relation to appointments and accounts and are ready to assist in any way they can.

## **Practice Manager**

Caroline - our Practice Manager can help you with any enquiries or concerns you may have in regards to the care of you and your family. She welcomes all feedback from patients whether it be good or bad. All enquiries or complaints are taken seriously and information is kept confidential. Caroline's role is to ensure that the practice runs smoothly on all levels, to ensure best quality care for all of our patients.

## **Mental Health Nurse**

We offer this professional service with our fully credentialed mental health nurse. This referred service is free of charge to our patients. She offers a wide range of services including guidance and support in, but not limited to, grief, anxiety, PTSD, depression, and trauma counselling.

## Care Coordinator Nurse

Heather, our Care Coordinator Nurse will work closely with Doctors and patients to help identify their goals to support their chronic disease management, along with coordinating services and providers in order to meet those goals.

These goals may include:

- Health, wellbeing, and early intervention/prevention
- Positive aging and disability services
- Linking the patient to required specialist assessment and services
- Ensuring consistency and continuity in the client's care

To book an appointment with Heather, please speak with your GP first.

## Diabetes Educator

Due to the increasing population now living with or at risk of developing diabetes, we have a credentialed Diabetes Educator – Christine Goode. Chris currently consults on Mondays and Tuesday each week, assisting and educating in the management of diabetes.

## **SURGERY HOURS**

### **Office Hours**

8:30 A.M. To 6.00 P.M.	Monday To Friday
8:30 A.M. To 12 Noon	Saturday

### **Consulting Hours**

9:00 A.M. To 12 Noon	Monday To Friday
2:00 P.M. To 5:00 P.M.	Monday To Friday
9:00 A.M. To 12 Noon	Saturday

## APPOINTMENTS

Routine consultations are by appointment. If your doctor is not available another doctor will be able to see you. ***URGENT PROBLEMS AND EMERGENCIES WILL ALWAYS BE SEEN*** even if an appointment is not available. Appointments are normally made at fifteen-minute intervals which would allow you to spend 10 – 15 minutes with your doctor.

When making an appointment, please advise our receptionist if you think extra time will be required. For example, multiple or complex medical problems, Insurance or Centrelink forms, examinations, minor surgical procedures. These can often have the doctor running behind schedule if extra time has not been allocated for a more complex consultation.

If you cannot keep your appointment, please cancel, or change your appointment as soon as possible so that we can re-allocate your time. If we are not notified, a non-attendance fee may be charged.

Where possible, plan the appointment ahead of time, especially if you wish to see a particular doctor. If your problem is urgent, you will be seen with minimum delay, however your preferred doctor may not be available at that particular time.

If your preferred doctor is not available at any time, please feel free to see another one of our doctors if the matter cannot wait. This may be necessary if your doctor is called away or on leave.

## **EMERGENCIES & OUT OF HOURS**

The doctors at this surgery participate in an out of hours roster shared with the other clinics in Sale. If you require an out of hours consultation the number for the rostered doctor is available by phoning our surgery on 51444788. You will be instructed by our answering machine to select the number to reach the doctor on call. If in doubt please phone the hospital on 5143 8600.

Patients are advised for emergencies to call an ambulance.

## **ON ARRIVAL AT THE SURGERY**

When you arrive at the surgery, please report to the reception desk before sitting down in the waiting room. We will endeavour not to keep you waiting; however, medical practice is unpredictable and we apologise for unexpected delays. For patients who wish and are seeing a GP for a regular consultation, you can self-check-in facilities.

You are welcome to phone the surgery before your appointment to check whether your doctor is running on time.



## **TELEPHONE CALLS**

Interruptions during the course of a consultation can be distracting for both doctor and patient.

Most queries are best dealt with through consultation with your doctor. If it is not possible, the doctor will return your call at earliest convenience, for appropriate matters.

Please note that full consultations cannot be conducted via telephone.

## **REPEAT PRESCRIPTIONS**

A consultation is required for a repeat prescription in order to monitor the medication you are taking. Only in certain circumstances can a prescription be given without a consultation, in which case, prior arrangements would have to be made with your doctor and the arrangement noted in your file.

## **HOME VISITS**

Should a serious illness prevent you from attending the surgery, your regular Doctor may attend at home if you live in the Sale local area.

Requests for house calls are best made before 10am. Please remember a house call takes us more time than a surgery consultation and not all facilities are available during home visits.

## **FEE POLICY**

Fees do not exceed the AMA (Australian Medical Association) recommended fees and many fees are well below the AMA recommended fees.

Standard fee rates are displayed at the reception counter.

### **IT IS OUR POLICY TO REQUEST PAYMENT OF ACCOUNTS ON THE DAY OF CONSULTATION.**

An accounting fee will be charged on outstanding unpaid accounts.

For your convenience, EFTPOS is available and we accept VISA, Bankcard and MasterCard. TYRO allows us to transmit the majority of patient Medicare claims electronically and receive your Medicare rebate back into your bank instantly.

Patients are responsible for all legal costs incurred in the recovery of bad debts.

If you have an account enquiry or require advice on medical fees, please contact our Office Manager Cassie, or Caroline, our Practice Manager.

If you are experiencing financial difficulties, please discuss this with us when you receive your account. Arrangements may be made for payment of your account.

## **BULK BILLING**

Veterans Affairs Pensioners are bulk billed for all services.

While government initiatives are in force, patients in receipt of an age pension, sole parent pension, full unemployment benefit and child disability are bulk billed, excluding procedures.

This will be reviewed when the government initiative payments are no longer paid.

All children under 16 are bulk billed for general consultations.

## **REFERRALS**

A consultation with the doctor is required for referrals to medical specialists. This is to enable your doctor to provide the most appropriate and up to date medical information to your specialist.

Please note that it is illegal for your doctor to issue back dated referrals, so please ensure you have a current referral prior to your specialist appointment.

Referrals to Allied Health providers are limited to chronically ill patients who meet the Medicare criteria and will need a long appointment to allow the clinician to do a new or to review your current GP management plan.

## **SICKNESS AND OTHER CERTIFICATES**

Sick certificates cannot be given or signed without a consultation.

Please call the clinic on 5144 4788 to arrange an appropriate appointment for a sickness certificate.

## **TEST RESULTS**

It is preferable to have a follow up appointment with your doctor to obtain and discuss results of tests and any further action that may be required.

Administration staff do not have access to your test results and can only pass on notations or directions from your doctor. All of your details are always kept strictly

confidential. To protect your privacy, you will be asked your date of birth and address before information can be given.

You may receive an SMS asking you to make an appointment for an abnormal results or an issue your doctor has requested a recall on.

Our clinic utilises HotDoc for our result recalls for those patients wishing to use this. HotDoc platform also enables patients to confirm and/or book their appointments online if they wish.

## **DISABILITIES**

There are no steps from the street to the entrance. Automatic opening doors allow access from both front and rear of the practice. The doors have been designed to allow easy access for all patients. A wheel chair is available to transport patients from their cars to the doctor's room if required. We also have a specific toilet designed for disabled access and two disabled car parks at the rear of the building near the doors.

## **PATIENT RECORDS**

All patient consultation and medical records are kept strictly confidential. Only authorised personnel have access to personal data. A copy of your medical history may be issued to other doctors on the patient's request. This can only be done with a signed release from you. A release form can be obtained from all medical clinics. There may be a small fee to cover the costs of copying depending on the size of the file being copied. We have

a small fee of \$22 (Inc GST) to cover the costs of transferring files: i.e. discs, covers, postage sleeves, and registered post.

## **IMMUNISATION – CHILDHOOD & ADULT**

All infant and childhood vaccinations are available at the practice and all children should be immunised against tetanus, diphtheria, whooping cough, poliomyelitis, Meningococcal Type C, Haemophilus Influenza Type B, Measles, Mumps and Rubella, Rotavirus, Pneumococcal and Hepatitis B and chickenpox. These vaccinations are a requirement for school entry in Victoria.

Clocktower Medical Centre is also an accredited practice for Yellow Fever Vaccines. Our clinic also offers Q fever consultations, testing, and vaccinations.

Annual Influenza vaccinations are strongly recommended for all people over 65 years of age or anyone with a chronic illness such as heart or lung disease, including asthma, bronchitis or diabetes. Selected patients are supplied free by the Government, if you meet the required criteria for that year - similarly as is pneumococcal vaccine. Currently the shingles vaccine for people aged 70-79 is also recommended.

Immunisations are available **Monday to Friday** at the following times.

9:00am – 12:00pm & 2:00pm – 4:00pm

**Our nursing staff are all accredited nursing immunisers.**

For your safety and wellbeing it is recommended that all patients who have been immunised wait on the clinic premises for 15 minutes observation. If you present to the clinic for vaccination only, the visit will be bulk billed. This does not apply to employer/employee arrangements.

There is a charge for some vaccinations. Patients are required to phone and book an appointment for immunisations and vaccines.

## **TRAVEL MEDICINE**

When planning an overseas trip, it is important to gain the most up to date and accurate information regarding vaccinations needed for the countries being visited, together with preventative advice.

Please make an appointment with a doctor to discuss your individual requirements as early as possible in your travel preparations. This is to ensure that sufficient time is allowed to receive all the necessary immunisations. Please also bring record of previous vaccinations.

Dr Lloyd Waters is qualified in travel medications.

## **HEALTH SCREENING**

Screening for high blood pressure, diabetes, high cholesterol, skin cancer and heart disease is available and recommended for all adult patients.

## **SOCIAL, CULTURAL AND FAMILY HISTORY**

Our practice is encouraging the identification of the cultural background of our patients, particularly those of Aboriginal and Torres Strait Islander status to assist with disease prevention and in the interest in delivering culturally appropriate care.

## **WOMEN'S HEALTH**

Family Planning and contraceptive advice, menopause advice and hormone replacement therapy is available.

Breast examinations are provided and breast self examination is taught. It is recommended that all women examine their own breasts every month. All women over 50 years should have a mammogram every two years. Your doctor can arrange this.

Cervical Screenings can be booked with either a GP or Kim, our nurse certified cervical screen provider who is fully accredited by Sexual Health Victoria & The cancer Council. Having regular screening tests is the best way to protect yourself. Kim can also advise and offer self-collection to women with an appropriate medical history.



## **MEN'S HEALTH**

It is recommended that all men over the age of 45 years attend annually for a check-up particularly if there is a family history of cancer, heart disease or diabetes.

## **SURGICAL & OTHER PROCEDURES**

A range of surgical procedures are performed on site. This includes surgical removal of moles or lumps, wedge resection of ingrown toenails, treatment of skin cancers and treatment of warts with liquid nitrogen or electrical diathermy, suturing and treatment of fractures.

Cardiographs (ECG), Respiratory (Lung) Function tests (spirometry) are also performed.

We have glucometer and co-agucheck machines to give patients / doctors an instant result for blood sugar levels and warfarin dosing.

We now offer Platelet rich plasma (PRP) injections, PRP Injections are indicated for the treatment of resistant tendinopathy and in conservative management of osteoarthritis, muscle tears and bursitis. Their main use is in common problems such as knee, ankle and hip osteoarthritis, tendon problems involving the rotator cuff, Achilles and patellar tendons.

Platelet rich plasma (PRP) injections work by delivering a high concentration of tendon growth and repair factors to damaged tissues. The tendon growth and repair factors are in the patient's own blood plasma.

We offer a 24-hour Holter Monitor service and 24 hour ambulatory BP monitors reported on by a Cardiologist and a visiting sonographer to perform Echocardiogram in our clinic each fortnight.

## **RECALLS**

Reminder letters are sent to patients for recalls (e.g. cervical screens and immunisations). Please advise your doctor if you do not want your name on the recall register.

Reminders and recalls can be received via HotDoc service sending a secure text message to your mobile phone. Those patients not wanting to receive SMS' will be contacted via mail.

## **REGISTRARS**

In association with the Royal Australian College of General Practitioners Training Program, an experienced Registrar (who has completed a number of years working in hospitals) will work in our practice for 6- or 12-month periods, as part of their training in readiness for general practice fellowship.

It is important for us to receive your feedback on the care given to you by the Registrar. This is their introduction into general practice and is somewhat different to the hospital surroundings they are accustomed to.

It is important for them to gain positive experiences in a rural practice with a long-term outlook of remaining in the country areas. For this reason, it is important for us to receive your feedback, both negative and positive enabling us to pass this onto the registrars via their training supervisor who are senior practitioners.

## **STUDENTS**

Our practice works closely with Monash University Rural school and our supervisors are our clinical teachers. Therefore, from time to time a medical student may accompany your doctor. You can choose whether the student is present for your consultation or not. Medical students are bound by the same ethical standards in regards to confidentiality as your doctor. There are two full time students within the practice over 12-month period.

We will always advise you and have gained your consent before having a medical student involved in your consultation. If you are not comfortable to have a 3<sup>rd</sup> person present that is perfectly fine.

## **INTERPRETING SERVICES**

Our practice works with the TIS a service that can accommodate a diverse multicultural population including those with disability. Patients who do not speak English or who are more proficient in another language, can choose a professional translating service

or a translator present who may be a family member or friend.

Free Translating and Interpreting Service's can be arranged with the Department of Immigration and Citizenship on 131 450.

For patients who are deaf and use Australian Sign Language (AUSLAN), the National AUSLAN Interpreter Booking and Payment Service (NABS) can be contracted on 1800 246 945 to assist with patient care.

At Clocktower Medical we pride ourselves as being a multi-cultural medical centre. Some of our doctors speak other languages other than English, these include: *Hindi, Gujarati, Punjabi, Mandarin, Cantonese.*

## **PATIENT FEEDBACK**

From time to time this practice invites patients to complete a questionnaire on their experience at our practice and how it could be improved. These surveys are completely confidential and help us to improve our service to you and your family.

If you are unhappy (or happy) about any aspect of the care you receive from this practice, we are keen to receive your feedback. Please feel free to talk to Caroline, the Practice Manager about any problems you have with the service provided. If you are still unhappy, you may like to contact the Health Services Commissioner on 03 8601 5222. Brochures and information regarding the Health Services Commissioner are available on the reception desk.

**CLINIC AFTER HOURS NUMBER**

**5144 4788**

**EMERGENCY NUMBERS**

**Ambulance 000**

**Fire 000**

**Police 000**

**Police – Sale 5142 2200**

**Police – Maffra 5147 1026**

**Poisons Information Hotline 131 126**

**Central Gippsland Health Service 5143 8600**

**Maternal & Child Health – A/H 1800 134 883**

## **PRIVACY ACT**

We collect personal information related to patients in the delivery of quality medical care. All information is kept confidential.

You have the right to know what information is being collected, by whom and for what purpose.

You also have the right to know whether the information you give may be provided to other relevant parties such as work cover insurance, specialists or your solicitors and for what purpose, where appropriate, you will be asked to give your consent in writing.

### **Use and Disclosure:**

To deliver the best quality of care to you, there may be occasions where the information is shared with other treating health professionals. Your information will only be used for purposes relating to your health, or to inform you of general health matters.

There may also be occasion when your health information is included with your permission and anonymously in clinical audits for the purpose of doctors' continuing medical education.

In situations where it is necessary to provide information to a third party, such as your employer or insurance company, for work related injury or illness, you will always be asked to provide your written consent.

Consent is not required for some practice-related purposes, such as providing basic information to Medicare, your health fund or for billing and account management.

In emergency situations or when required by law to disclose basis information, consent is also not required.

### **Access:**

Patients may request access to their health information and can update or correct information held by us. A charge may apply to access information. On request, and with your written consent, information held by us may be provided to another health provider.

### **Quality and Storage:**

All reasonable steps are taken to ensure that personal information held by us will be accurate and up to date. Care is taken in the storage, use and transfer of all personal information.

Access to your personal health information is limited only to those people who need it. We have systems and procedures in place to protect your health information.

## Privacy Policy

To ensure patients who receive care from the Practice are comfortable in entrusting their health information to our Practice. Our policy provides information to patients as to how their personal information (which includes their health information) is collected and used within the Practice, and the circumstances in which we may disclose it to third parties. A full copy of our privacy policy can be accessed on our website or from the reception desk in the clinic.



Last Updated February 25

*Clocktower Medical Centre acknowledges that we live and work on the land of the Gunaikurnai people, the traditional owners of the land and waters. We acknowledge and pay respect to the Elders, past, present, and emerging as Traditional Custodians of this nation and to the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.*