



Practice Information sheet

Practice background

Mount Waverley Medical Centre is newly established general practice located in Melbourne eastern suburb: Mount Waverley , 20KM east of CBD . The area belongs to Monash council which has mixed culture , socioeconomic status.

The practice premise is 262 Stephenson road, Mount Waverely , with Dorietch Pathology occupied one room.

Our practice provides comprehensive general practice care and has special interests including , chronic disease management , Mental health, Paediatric and Geriatric care, Skin cancer check and minor surgery , Acupuncture...etc.

Our practice profile

Name of practice	Mount Waverley Medical Centre
Street address	262 Stephensons road Mount Waverley Vic 3149
Postal address	Same as above
In-hours telephone number	(03)92381710
After-hours telephone number	137425
Facsimile number	(03)70135994
Email address	mtwaverleymedicalcentre@gmail.com
Web address	www.mtwaverleymedicalcentre.com.au

Our practice team

Medical	
General Practitioner	Dr Wei Ma
General Practitioner	Dr Yen Wong
Nursing	
Registered Nurse	Miss Kelly Hua Miss Zelin He
Administration	
Practice Manager	Mr Mark Wang
Receptionist	Miss Martina Wang Miss Jasmin Tan

Practice services

In addition to general medical consultations, our practice offers the following services:

Men's health	Skin cancer check
Women's health	Minor surgery
Mental health	Wound care
Paediatric care	Family planning
Geriatric care	Travel medicine
Pain management	Acupuncture

There is a range of posters, leaflets, and brochures about health issues relevant to the community available for all of our patients via the:

waiting room

consultation rooms

treatment room

practice website

Practice hours

Monday to Friday	8:30AM – 6:00PM, Wednesday (8:30am- 8:00pm)
Saturday	9:00AM -1:00PM
Sunday	Closed
Public holiday	Closed
Home or other visits	National Home Doctor Service (PH: 137425)

Practice consultation fees

We provide Bulk-Bill to the patients with valid Medicare care on general consultation,

Patients are made aware of the costs associated with accessing care at our practice through:

Signage at reception

Our website, and

Our practice information sheet.

After hour care

We have partnership with the National Home Doctor Services for after hour care . This

Service is available outside the normal clinic opening hours

Phone:137425

Management of your health information

Your medical record is confidential document. It is the policy of this practice to maintain security of personal information at all time and to ensure that this information is only available to authorised member of staff. A copy of our privacy policy is available on request from the reception

Translation services

We offer two main translation services

We use **TIS** – Translating and interpreter services, for patient if English is not their first language, catering to over 200 different language

We also use **NABS** – National Auslan Interpreter services, for patient who have hearing, and /or speech impairment .

Communication and Telephone Policy

Most problems are best dealt with in consultation with our doctors. A doctor is available during normal surgery hours for emergency phone advice.

Email communication is discouraged due to it not being a secure form of communication , so any medical information is best discussed with your doctor.

Results

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered the test. If any results are abnormal and/or require urgent attention we will contact you via SMS or a phone call.

Recall or Reminder System

Our practice uses an SMS system for result recalls, appointment reminder as well as other type health reminders, eg immunisations, cervical cancer screening test..etc

Please advise the reception staff if you do not want receive SMS

Patient Feedback and Complain

We treat patient's feedback and complain seriously , if you have any feedback or suggestions , please discuss with the reception or, the doctor or Practice Manager.

Alternatively , you may complete suggestion form available in the waiting room and place in the letter box for anonymous suggestion/comments. If you feel your complain was not dealt with appropriately, you may contact the Health Service Commissioner on (03) 86015222, or by mail to : Level 30 , 570 Bourke street , Melbourne