



Quality Affordable Healthcare for the Community

3/2109-2111 Fifteenth Street
Irymple VIC 3498

Dr. Junnatul Fardaus

MB BS, DCH, FRACGP

Dr. Grace Pang

MB BS

Opening hours

Monday – Friday	9.30am - 5.30pm
Saturday	10.30am - 1.30pm
Sundays	Closed
Public Holidays	Closed

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Email access to the doctors can be achieved; though this route may take longer for a response.
reception@irympmedical.com.au

About Us

Irymple Medical Centre has a strong commitment to General Practice medicine and education. The promotion of general health and wellbeing is important to us and incorporated into our delivery of services.

The doctors at Irymple Medical Centre have fulfilled the training requirements for the Royal Australian College of General Practitioners and are on the Vocational Register of General Practitioners.

RN: Harmanpreet

EN: Lee-Ann

Receptionists: Cathy, Pam, Demi

Facilities & Services Available

- ✓ Immunisations: Adults and children
- ✓ Travel Advice and vaccinations
- ✓ Women's Health
- ✓ Dietary Advice and Weight Control
- ✓ Health Check-ups /Preventative Health
- ✓ Medical Insurance evaluations
- ✓ Cancer Screening
- ✓ Cryotherapy

Parking available in front of the practice, of Irymple Hub.

Appointments

Appointments are preferred and will be given preference over 'walk in' patients. Please phone the practice to schedule your consultation or alternatively you may schedule through our website. To ensure continuity of care, we will make every effort to accommodate you with your preference of doctor.

If you require a longer appointment, please ask reception staff when you book your consultation. Please understand that emergencies are given priority.

Privacy Policy

Irymple Medical Centre is committed to providing quality health care for our patients. As a fundamental part of this commitment, doctors and staff of the practice,

recognise the importance of ensuring that our patients are fully informed and involved in their health care.

Irymple Medical Centre is, as a health provider in the private sector, bound by the Australian Privacy Principles. These principles set the standards by which we handle personal information collected from our patients. A copy of these Principles is available for inspection at the reception desk.

As part of our commitment to providing quality health care it is necessary for us to maintain files in relation to your health. The files contain the following types of information:

- Personal details
- Medical history
- Consultation notes
- Referrals to other health service providers
- Results and reports received from other providers

The information held about you is provided by you or arises as a consequence of information provided by care of you.

Your medical file is handled with the utmost respect for your confidentiality. The file will be accessed by your medical practitioner, and when necessary, for example in the absence of usual medical practitioner, by other medical practitioners in the practice. It may also be necessary for our staff to handle your file from time to time to address the administrative requirements of running a medical practice. Our staff are bound by strict confidentiality requirements as a condition of employment regarding your medical records. Ordinarily we will not release the contents of your medical file without your consent. However, we advise that there may be occasions where we will be required to release the details of your file irrespective of whether your consent to the disclosure of the information is given. This may occur where the law requires disclosure, such as a pursuant to a subpoena.

We advise that as a patient of this practice you have rights of access to any information, we hold concerning you. Should you wish to access this information we refer you to our handout entitled 'Request for Personal Health Information'. If you require information transferred to another practice, we require the other practice to send us a signed consent form for transfer of your records. Likewise, when you want to transfer

Home Visits / After Hours

Home visits are up to the discretion of the doctor.

We do not provide service after hours at this moment.

If there is an emergency, please call '000' or go to Mildura Base Hospital emergency.

Payment

Payment on the day of consultation is preferred.
Accepted payment methods: Cash, Credit Cards (VISA, Bank Card, MasterCard), Bank Cheque or EFTPOS.

Billing Arrangements

Type	Fee	Medicare Rebate
Standard weekdays	\$76.40	\$38.20
Long weekdays	\$147.90	\$73.95
Standard Saturday	\$99.60	\$49.80
Long Saturday	\$170.60	\$85.30
Pension card holder and children below 16 years		
Standard weekdays	\$53.60	\$38.60
Long weekdays	\$ 88.95	\$73.95
Standard Saturday	\$64.80	\$49.80
Long Saturday	\$100.30	\$85.30

We are not a bulk billing clinic. Bulk billing is at the discretion of the doctor.

Sunday and Public Holidays Closed

Cancellation Policy

We require a minimum of 4hrs notice before your appointment if you wish to cancel or rebook. If you fail to do so a \$35.00 fee may be incurred.

Access to Doctors

Telephone access to doctors is available in special instances. Please be aware that if in consultation when you phone, the doctor may need to return your call.

Repeat Prescriptions / Referrals

Requests for repeat prescriptions and referrals out of consultation may be granted at a \$15.00-\$20.00 fee respectively. Doctors also require at least 7 days notice prior to collection. Please understand that this service should not take the place of regular consultations with your Doctor.

Pathology and Imaging Results

If your results require urgent attention, you will be contacted by the practice nurse on behalf of the doctor. For non-urgent abnormal results patients will be contacted by phone or letter.

If results are normal, no contact will be made.

The practice doctors ask that you book a consultation to obtain results as they are not given out over the phone. Please allow at least three days from the day of your test to permit the receipt and review of your results.

Patient Reminders

As part of our commitment to providing our patients with quality medical care, we offer enrolment in a reminder service for regular check-ups. If you do not wish to be part of this service, please advise the receptionist.

Complaints/Feedback

At Irymple Medical Centre we try our best to look after you in a personal, caring and professional manner. If however you feel unhappy about some aspects of our service, we would like to know. Please speak to your doctor or the reception staff or put the complaint/feedback in writing and direct it to the Practice Manager.

If you wish to take up a complaint outside the clinic, you can contact the Health Services Commissioner.

Health Services Commissioner
30th Floor 570 Bourke Street
Melbourne 3000
Phone: 8601 5200

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An Accredited General Practice

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for the Community**