

Hall Road Medical Centre

T14/100 Hall Road Carrum Downs VIC 3201

Ph: 03 9783 0266 Fax: 03 9782 0111

www.hallroadmedicalcentre.com.au

email - admin@hallroadmedicalcentre.com.au

CLINIC INFORMATION

Hall Road Medical Centre is a
Mixed Billing Clinic,
(fees may apply)
with Bulk Billing available to
eligible patients.

Doctors-

Dr Ahmed Tilly
Dr Shamini Wiknesh
Dr Chin Wong

Practice Hours-

Monday- Friday	8am – 6pm
Saturday	8am – 2pm
Sunday	Closed

The Practice Team-

Practice Manager	Mandy Williams
Practice Nurse	Julie Horkings
Administration	Jennifer Jager
Administration	Brooke Hall

Allied Health Team-

Mr Ganesh Ilango	Psychologist
Ms Casey Cilia	Psychologist
Ms Kaitlyn Anderson	Dietitian
Mr Ash Cooper	Podiatrist

Melbourne Pathology on Site-

Monday – Friday 8am – 12pm
No appointment necessary.

Clinic Appointments:

Please ring 9783 0266 for an appointment. Appointments can also be made via our website or the HotDoc phone App.

When making appointments, every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay, or your GP has been called away. Longer consultation times are available, so please ask our reception staff if you require some extra time. Walk in appointments will be considered if the need is urgent, and we have available Doctors.

If you or a family member requires an interpreter service, we can organise this for you. Please let us know at the time of booking.

Care Outside Normal Opening Hours:

Hall Road Medical Centre provides 24-hour care for patients. Afterhours, we use the on call service, Doctor Doctor - Please call 13 26 60.

Home and Other Visits:

Home visits are available for regular patients of this practice, whose condition prevents them from attending the clinic – these visits are dependent on the availability and discretion of the Doctor, and less than 10 minutes travel time from the Clinic.

Telephone and Email Access:

If you wish to speak to a doctor, you can make an appointment for a Phone consultation, by calling 9783 0266. If your matter is urgent and the Doctor is with a patient, a message will be taken and the Administration staff will advise you when it is likely that the Doctor will return your call. In an emergency, contact 000. Alternatively, you can email our clinic if your query is not urgent in nature.

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Our Practice Doctors

Dr Ahmed Tilly is interested in Women's health and is proficient in the insertion and removal of the Implanon (contraceptive implant).

Dr Chin Wong is interested in Chronic Disease but enjoys all aspects of General Practice.

Dr Shamini Wiknesh has a degree in Skin Cancer Medicine and Surgery, and is an Ante Natal shared care Doctor.

Services at Hall Road Medical Centre include-

- Family Planning
- Pap Smears
- Pregnancy Tests
- Health Checks
- ECG – heart check
- 24 hour blood pressure monitoring
- 24 hour ECG monitoring
- Vaccinations – childhood and travel
- Minor surgery – stitching, removal of moles and sunspots
- Skin checks
- TAC and Work Cover
- Chronic Disease
- Men's Health
- Pathology
- Psychology
- Dietetics
- Podiatry
- Hearing Checks with Hearing Australia

Reminder System

Our practice is committed to preventative care. On completion of a Registration Form, we seek your permission to be included in our Reminder system. We may issue you with a reminder notice from time to time either by text message, phone call or letter, offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let our Administration staff know.

Results

If you are waiting on results, and the Doctor wishes to discuss the results with you, we will contact you via SMS and invite you to make an appointment. If the results are urgent, we will call you. You will not receive any notification if your results do not require discussion.

Management of Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 13 Australian Privacy Principles available from the Office of the Australian Information Commissioner.

Your rights

If you have a problem, we would like to hear about it. Please feel free to talk to your Doctor or the Administration staff.

You may prefer to write to us or email us at admin@hallroadmedicalcentre.com.au

We take your concerns, suggestions and complaints seriously.

Visit the new Health Complaints Commissioner website: <https://hcc.vic.gov.au/>

Health Complaints Commissioner

Level 26, 570 Bourke St, Melbourne, VIC 3000

Tel: 1300 582 113

Email: hcc@hcc.vic.gov.au