

Patient Information

Doctors

Dr Bill Walton

Travel & Family Medicine

Dr Douglas Colwell

Occupational & Family Medicine

Dr Sally Gabra

Womens Health & Family Medicine

Dr Daniel Lin

GP Registrar—Family Medicine

Dr Sumeet Singh

GP Registrar—Family Medicine

Dr Hooman Mohammadi

GP Registrar—Family Medicine

Dr Renique Hopcraft

GP Registrar—Family Medicine

Practice Manager

Rechelle

MAAPM, Practice Nurse

Staff

Miki

Practice Nurse/Diabetes Educator

Liz

Practice Nurse

Kimbalee

Practice Nurse

Letitia

Office Manager

Jess

Senior Medical Receptionist

Michelle

Medical Receptionist

Ros

Medical Receptionist

Mariee

Medical Receptionist



WODONGA WEST MEDICAL CLINIC



60-62 Waratah Way

Wodonga VIC 3690

P: (02) 6056 2447

F: (02) 6056 2168

E: wodwest@wwmc.com.au

W: www.wwmc.com.au

Hours:

Mon-Fri: 8.30am - 5.30pm

Accredited by



Consultation Fees

We are a private billing clinic and payment is required on the day. We do bulk bill DVA card holders, concession card holders and children under 16. The Medicare rebate is available to claim at the surgery using our TYRO facilities (not able to be paid into a credit card). More information regarding our fees can be found on our website.

Further Costs

If you are referred on for testing or to a specialist there will be a further cost involved. These costs will depend on the services required.

Many procedures will incur a facility fee for medical items used. Procedures also do not come under our bulk billing policy and will incur an out of pocket gap.

Appointments

For all medical emergencies please phone **000**.

Consultations are by appointment. Emergencies and walk in patients will be triaged and accommodated to the best of our ability.

Our doctors perform Home Visits and Nursing Home visits on request. Dr Walton has dedicated one morning every fortnight for these visits and urgent requests can be accommodated.

Long appointments are available on request. We ask that all longer appointments be confirmed by the patient the day before. Failure to attend will result in a fee being charged.

Medical examinations (bus/taxi licence, insurance etc) involve additional paperwork that requires additional consultation time. Please inform the reception staff that you require a medical. These are not covered by Medicare and the full account will be your responsibility.

After Hours Care

Our clinic provides 24 hour care for patients as part of a rotating roster system with two other Wodonga Clinics; Central Medical Group, 224 Beechworth Road, Wodonga and Federation Clinic, 1 Forde Court, Wodonga. For medical assistance after hours, please phone (02) 6056 2447 and a recorded message will provide you with instructions on how to contact the doctor on call. Please be aware that after hours consultations will attract a private fee. You will be informed of these arrangements at the time of speaking to the on-call doctor.

Prescriptions & Referrals

An appointment is required for patients requesting a prescription or referral. Please contact reception to arrange an appointment.

Services

- GP Appointments
- Travel Medicine (Vaccines located onsite)
- Specialised Vaccinations (Yellow Fever, Q Fever)
- Occupational Medicine (Work Cover, Pre-Employment)
- Women's Health (Breast Checks, Pap Smears etc.)
- Nurse Appointments (Pap Smears, Child Vaccinations)
- Chronic Disease Care (GPMP/TCA, Health Assessments)
- Aged Care/Nursing Home Visits (subject to approval)
- ECG's
- Obstetric Shared Care
- Men's Health Checks
- Minor Surgical Procedures
- All types of medicals
- Diabetes Education
- Mental Health Reviews
- Preventative Health
- Skin Checks
- Iron Infusions

Facilities

A wheelchair is available at the front desk.

There is a child's play area located in the waiting room. A baby change table is located in the disabled toilet.

Interpreter services are available, however, need to be booked in advance. Please see reception for assistance with this.

Home Visits

A home visit service is available, at the discretion of the treating doctor, to existing regular patients when their condition prevents them from being able to attend the Clinic. New patients that have not attended our clinic previously will be unable to access this service. Arrangements for a home visit need to be made in advance and approved by the treating doctor. Please phone reception to discuss your needs.

Reminders & Recalls

The practice automatically enrolls patients for Reminders e.g. immunisations, cervical screening, blood pressure checks etc. as well as automatic enrolment in government initiatives such as the cervical cytology register and the immunisation register. If you would prefer **NOT** to be added please let reception staff know.

Results

Patients are responsible for follow-up on any test results.

Please phone for test results between 3.00 pm and 4.00 pm weekdays speak with one of our nurses. To ensure patient privacy, you will be required to provide confirmation of identity.

Phone Calls & Email Access

Interruptions during a consultation can be distracting for both the patient and the doctor. Staff will pass on urgent messages and advise when it is likely that the doctor may return your call after hours. If urgent, please give reception a clear, concise explanation of the nature of the emergency and your call may be transferred to our nurse. This information will be passed on to the doctor via our nurse. Please do not contact the surgery via email regarding appointments or health information as it is not considered to be private or secure.

Continuity of Care

We encourage patients when making appointments to ask for your regular GP, if the GP is unavailable at the time that you are requesting, another available GP will be offered.

Transfer of Records

Transferring your records to another medical clinic will incur a fee of \$50.00 per patient.

Privacy

The staff of Wodonga West Medical Clinic are committed to providing an excellent standard of medical care. Staff of this clinic make every effort to ensure confidentiality of your personal health information. A copy of our privacy policy is available from reception or on our website.

Feedback

Our aim is to provide a high standard of medical care to our patients. If you are experiencing any problems with our services or you are unhappy with any aspect of care please do not hesitate to inform the reception staff or discuss matters further with the doctors or practice manager.

If you feel that you would like to take matters further, you may prefer to contact the Health Services Commissioner

Phone: 1300 582 113

Email: hsc@dhhs.vic.gov.au

www.health.vic.gov.au