

The logo for CARE FAMILY PRACTICE features the word "CARE" in a large, bold, blue sans-serif font, with a green swoosh arching over it. Below "CARE", the words "FAMILY PRACTICE" are written in a smaller, bold, blue sans-serif font. The entire logo is set against a white background that is tilted slightly to the right.

# CARE

## FAMILY PRACTICE

### **MISSION**

*We will make every effort to fulfil our commitment represented in our name.*

*We consider it a duty of CARE to provide a high standard in managing your health and well being. Whilst, doing so, we will take care of provisional health issues that occur from seasonal, accidental and lifestyle changes. We would achieve that by:*

- ❖ *Staying current in all health issues*
- ❖ *Using methods that are comforting to our patrons and staff*
- ❖ *Retaining high standards in technology to support people and the environment around us*
- ❖ *Looking after each other to show that we CARE*

### **LOCATION**

*264 Manningham Road  
(Corner of Madeleine Street)  
Templestowe Lower, VIC 3107*

**TELEPHONE :** 03 9852 4440

**FACSIMILE:** 03 9852 4410

### **EMAIL**

[medical@carefamilypractice.com.au](mailto:medical@carefamilypractice.com.au)

### **WEBSITE**

[www.carefamilypractice.com.au](http://www.carefamilypractice.com.au)

**Health Complaints Commission (VIC)**

*Contact: 1800 582 113  
Mon – Fri: 9:00am – 5:00pm*

### **OUR COMMITMENT**

*We are committed to provide best possible service to you and actively seek your feedback. We think you should know;*

- ❖ *We are committed to quality and AGPAL Accredited.*
- ❖ *We are a "No Smoking" practice*
- ❖ *We provide, Italian, Arabic, Indonesian, Urdu, and Hindi language services and subscribe to Translation and Interpreter Services for those who speak other languages*
- ❖ *We also subscribe to National Relay Service for hearing impaired*
- ❖ *All compliments or complaints can be directed to Health Complaints Commission (VIC) at 1800 582 113 during business hours.*

### **PRACTICE HOURS**

*Monday to Friday: 9am to 6pm*

*Saturday: 9am to 2pm*

*Sunday: Closed*

### **OUR MEDICAL TEAM**

*Dr Ameen Mohammed*

*Dr Nadia Mahdi*

*Mrs. Anjum Mohammed  
(Practice Nurse)*

### **OUR MANAGEMENT TEAM**

*Mr AzeemAkram Shaik  
(Admin & IT)*

*Miss Erin Perry  
(Receptionist)*

*Miss Zulaikha De Souza  
(Receptionist)*

*We Are Closed On All Public Holidays*

## **MEDICAL**

*Dr Mohammed has over 20 years of experience in all aspects of general practice. He has an interest in rehabilitation, paediatrics, Chronic Disease Management, women's and men's health, minor surgery and ingrown toe nail treatment.*

*Dr Nadia Mahdi has over 20 years of experience in all aspects of general practice, Women's health, Paediatrics, Chronic Disease Management and minor surgery including Ingrown toe nail treatment. She also has a Diploma of Obstetrics & Gynaecology and undertakes 'Shared Maternity Care'*

## **NURSING**

*Anjum is a Registered Nurse for 20 years. She has experience in General / Medical / Surgical nursing, she also has experience in working with Eating Disorder, Neuropsychiatry. She is actively involved in doing Health assessment, developing and evaluating treatment plans, Relaxation Therapy and case management.*

## **OUR SERVICES**

*Services available at Care Family Practice includes;*

- ❖ Health Assessments
- ❖ Family Planning
- ❖ Pap Smears
- ❖ Shared Antenatal Care
- ❖ Pregnancy Tests
- ❖ ECG – Heart Check
- ❖ Counselling
- ❖ Travel Vaccination
- ❖ Childhood Immunisation
- ❖ Minor Surgery like stitching cuts, moles and sunspots removal, ingrown toe nail treatment
- ❖ Health Care Management Plans
- ❖ Mental Health Assessment & Plans
- ❖ On-Site Pathology

## **FEES AND BILLING**

*Most of our services are Bulk Billed, however a new patient Gap fee of \$30 is charged to all patient at their first visit. A private fee applies to all patrons without Medicare Card. For vaccines and other costs, please ask reception.*

## **GETTING THE RESULTS**

*Your doctor will advise you for when your results are expected. . Please call the reception to see if your results have arrived and make an appointment to discuss your results. Staff other than your doctor is unable to provide your results.*

## **YOUR PERSONAL INFORMATION**

*Your personal health information is used only for your health benefit. We may disclose this information to others such as, treating doctors, specialists, pathologies and others involved in your health management.*

*We encourage you to provide an emergency contact for circumstances where approval for your treatment is required.*

## **REMINDER SYSTEM**

*Our commitment to your better health requires us to send you reminders via Direct Mail for follow up care and to offer preventative health services appropriate for your healthcare.*

*All records are private and confidential.*

## **TELEPHONE ACCESS**

*Doctors may be contacted during normal business hours. If the doctor is unavailable, reception staff will advise you when it is likely that the doctor will return your call. In an emergency your call will always be put through to the doctor. In addition, we may call you if any information is needed.*

## **PATHOLOGY**

*This practice is a collection centre for Melbourne Pathology and results are directly transmitted through to us using state of the art computer system over a secure network. For a full list of services and locations, please call 03 9287 7700 or visit [www.mps.com.au](http://www.mps.com.au)*

## **APPOINTMENTS**

*Consultation are preferably by appointment. However, as a standard we use the TRIAGE System. Longer & Double appointments are available on request and availability. Walk-in patients are also accepted but this attracts a Gap Fee of \$30. If you are bringing in any vaccinations to the appointment, please inform the staff for a safe storage of your vaccine.*

## **HOME AND OTHER VISIT**

*Home visits are available for patients within 5km distance from the practice and whose condition prevents them from attending the surgery. Additional out of pocket fee will apply.*

## **AFTER HOUR & EMERGENCY CARE**

*For patients' afterhours needs, access to medical services is also available at*

*Our patients also have after-hours access to by calling 0490 032 790  
After hours home visit will attract Gap fee of \$150*

*For Emergencies call 000*

*The closest emergency hospitals are:  
Austin Hospital  
145 Studley Rd, Heidelberg, VIC 3084  
Box Hill Hospital  
51 Nelson Rd, Box Hill, VIC 3128*