

**Family focus care:** General Practitioners at our clinic provide comprehensive health care to the communities in and around Craigieburn. They are committed to ongoing continuous personalised care with holistic approach. They have advanced level of experience and participate in continuous professional development.

**Nursing Services & Accident care:** This centre has a well-equipped treatment room enabling doctors in the practice to cater for the majority of routine accidents including repairs of cuts and treatment of minor fractures. Our treatment room is managed by a competent Registered nurse.

Our nurses perform first line of triage in some circumstances and can assist with many procedures, provide wound care, and assistance to our doctors in Chronic Disease Management and various health assessments.

**Appointments:** We advise making appointments to see the doctors to minimize wait times. We accommodate walk-in patients if they need priority care. If you arrive late, there may be a delay as other scheduled patients will be seen first. Patients are not seen on an 'as you arrive' basis. Doctors strive to see patients at the appointed time. Emergencies and unforeseen circumstances may cause delays, so there might be a wait. Long consultations are available if needed. New patients must provide a photo ID. Patients who miss appointments without 2 hours' notice will be charged a \$40 Non-Attendance fee, not Medicare

rebateable, which must be paid before your next visit.

| GENERAL PRACTITIONERS      | QUALIFICATIONS                 |
|----------------------------|--------------------------------|
| Dr. Vajna Rafeek           | MBBS, FRACGP, DCH, Dip-in-Derm |
| Dr. Atapattu Millawana     | MBBS, FRACGP                   |
| Dr. Syed Ansari            | MBBS, FRACGP, Dip-in-Derm      |
| Dr. Chandima Karunathilaka | MBBS, FRACGP, DCH              |
| Dr. Radhika Harish         | MBBS, FRACGP                   |
| Dr. Humaith                | MBBS, FRACGP                   |
| Dr. Aflal Hussain          | MBBS,FRACGP                    |
| Dr Firnaz Buhary           | MBBS, DFM, MRCGP(Int)          |
| Dr. S Naleemudeen          | MBBS, FRACGP, DCH              |
| Dr. Ambreen Ahmad          | MBBS, FRACGP                   |
| Dr. Eu Gene Lim            | From Aug 2024                  |
| Dr King Azawiye            | MBBS                           |
| Dr Firnaz Buhary           | MBBS,MRCGP(Int)DFM             |
| Dr Mubeen Ali              | MBBS,MRCGP,FRACGP              |
| Dr Krishna                 | MD                             |
| Dr Sally Wark              | MBBS                           |

|                  |                   |
|------------------|-------------------|
| Dr Hoang Le      | MBBS              |
| Dr Wendy Tran    | MBBS              |
| Dr Luqmaan Malik | MBBS,MRCGP,FRACGP |
| Suman Ale        | B.Sc. (Nursing)   |
| Salma Sheik      | Dip-In-Nursing    |
| Nimar Goswamy    | B.Sc. (Nursing)   |

**After hours service:** For after-hours care, when the clinic is closed, please contact our accredited deputising service on 9429 5677 or for telephone advice please contact Nurse on Call 1300 606 024.

**Recalls:** Doctors at this practice routinely organize reminder SMS and phone calls for patients regarding consultations and assessments. Patients also have access to cervical screening, with recalls registered in the National State-Territory reminder system, ensuring routine follow-ups. Patients can inform their doctor if they object to inclusion in these reminder systems or registers.

To avoid potential breaches of confidentiality and clinical errors, our practice does not discuss clinical matters over the telephone. For the same reasons, test results are NEVER provided over the phone.

Telephone access and electronic communication: Patients have access to our general practitioners over telephone under limited circumstances at the discretion of the treating practitioners.

**Mixed billing policy:** Aboriginal and Torres Strait Islanders, COVID-19 Vaccination, Vaccinations such as flu, whooping cough, shingles, pneumonia etc., Child Immunisation are bulkbilled.

Fee information is available on the website and at the reception.

We currently have next door pathology collection centres run by Melbourne pathology and Australian Clinical Labs with facilities for ECG, blood collection & urine specimen collections etc.

**Patient feedback:** We welcome all comments and feedback to help us enhance our service. Please feel free to discuss any issues with your doctor or the practice manager. Alternatively, you can submit your comments and feedback through the "contact us" section on our website. If you prefer, you may discuss the matter directly with the Practice Principal. For more serious complaints, you can contact the Office of the Health Services Commissioner at (03) 8601 5222.

**Home visits:** Home visits are provided to patients during and outside practice hours if it is safe and they are within a reasonable distance. Requests for home visits outside scheduled times are discussed with the Doctor. Costs for home visits are discussed with the patient before the visit.

**Communication Policy:** Patients need to book an appointment to discuss health issues with a

doctor. Emails will not be accepted, except for medical certificates, which can be emailed upon request. Test results will be printed at a cost only after the doctor has discussed them with the patient. Phone calls from patients will not be transferred to doctors; instead, messages will be taken and passed to the doctors.

**Personal health information:**

Your medical record is a confidential document. This practice maintains the security of personal health information at all times, ensuring it is available only to authorized staff members. Access to personal health information requires a written request and authorisation by the practice manager, subject to the treating medical practitioner's approval. Reasonable costs will be incurred for such access. For more information, please contact the practice manager. Patient information collected by this centre is accessible only by medical practitioners and will not be released to third parties without the patient's consent or unless legally required.



**HANSON MEDICAL CENTRE**  
Committed to Community Health

| HOURS                               |   |
|-------------------------------------|---|
| Monday – Friday<br>8:00AM – 11.00PM | Saturday, Sunday & Public Holiday<br>9:00AM – 10.00PM |

## Practice Information Sheet



**HANSON MEDICAL CENTRE**  
Committed to Community Health

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care@hansonmedicals.com.au