

13 Clyde Road,
Berwick

Phone: (03) 9796 2222

Fax: (03) 9796 2918

Dr Michael Beech

Dr Warren Hastings

Dr Kwai Lee

Dr Slavko Doslo

Dr Liliana Bardac

Dr Peter Trye

Clinic Hours:

Monday 8am to 7pm

Tuesday 8am to 6pm

Wednesday 8am to
7pm

Thursday 8am to 6pm

Friday 8am to 6pm

Saturday 9am to 1pm

*Please note that we
are no longer open
Sundays or public
holidays.*

*If you require a doctor
outside of these hours,
please call **13 26 60**.*

Spring Newsletter 2018

What's New

Welcome to Spring! A season that some of our Hayfever sufferer's dread, due to the airborne grass pollens being at their peak. Don't fear as there are many products and treatments available to keep it at bay or reduce the severity of the symptoms. Talk to your GP about which one would be suitable for you.

We have been extremely pleased recently to welcome a new and very experienced doctor to our clinic. We would like to extend a warm Murray House welcome to Dr Peter Trye who will be working in

our clinic Tuesdays and Fridays 2-5:30pm. Don't forget to check out our Website/Facebook page for up to date information on Doctors availability and what is happening in our clinic.

We now have a script/referral request section on our website where you can now request a repeat medication or an ongoing referral from your usual GP. You can opt to have this sent to you, picked up from reception or sent directly to your pharmacy/specialist for a fee.

We always love getting feedback from our patients to continue to improve our services. A feedback Form is available on our website or at our reception.

Also don't forget to keep all your personal details up to date. I know it must feel like we check every time you come in but it is important that you require follow up for an abnormal test result that we can contact you immediately.

This is particularly important now as we are trialling sending out appointment reminders. If you wish to opt out of our SMS recall and reminder system,

Practice Information

Reminders and Recalls:

Our clinic has a reminder and recall system to help patients remind them of things like Cervical Screening, Immunisations and Care Plan Reviews. If you do not wish to be part of this Preventative Health Reminder System, please feel free to contact our reception to opt out.

We are however not able to opt you out of our recall system as if you have an abnormal test result, we must follow you up.

Home Visits:

Our clinic provides a home visit service for patients within a reasonable proximity of the clinic who are unable to come to the clinic through illness or disability. If you wish to arrange a home visit, you can organise by contacting our reception or speaking with your GP.

Appointments:

The clinics appointment schedule is set up to accommodate longer consultation times for patients that require them.

If you require a longer appointment time with your doctor, please inform the receptionist that you would like a double appointment when initially booking a time.



Upcoming Doctors

Leave:

Dr Beech – 15/10/18 – 28/10/18

Dr Hastings – 09/11/18 – 23/11/18

Dr Lee – No leave

Dr Doslo – No leave

Dr Bardac – No leave

Dr Peter Trye – No leave

Test results, repeat scripts and referrals:

When being sent for tests, please make an appointment with your doctor to obtain these results. The clinic has a recall policy to inform you of significantly abnormal results where you will be contacted to make a time to see your doctor. We do not routinely inform you about normal test results.

Upcoming Closures:

Please note that we will be closed the following days:

- We will be closed Tuesday 6th November for Melbourne Cup Day.

Should you require a doctor during these closure periods, please contact our locum service on **13 26 60**.

It is clinic policy that receptionists do not give test results or take requests for scripts.

We are no longer taking written requests for scripts at our clinic. You can either, visit our website and submit the online form to request a repeat script or referral or you can pop into the clinic and be seen briefly in between patients.

If you do submit the online form for a repeat script/referral and you haven't been seen for some time at our clinic, your doctor may request to see you for a consultation.

Our closest emergency departments are:

Casey Hospital – Kangan Drive, Berwick. Phone: 03 8768 1899.

Dandenong Valley Hospital – Police Road, Mulgrave. Phone: 03 9790 9333.

Preventative Care:

Our clinic provides care plans and preventative care programs for patients including:

- Over 75 year old care plans which can be done at the clinic or your home,
- 45-49 year old health checks,
- Diabetic and Asthma care plans.

All of these health checks/care plans are bulk billed.



www.murrayhouseclinic.com.au