

13 Clyde Road,
Berwick

Phone: (03) 9796 2222

Fax: (03) 9796 2223

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**.*

Autumn Newsletter 2020

What's New

Welcome to Autumn. We have lots of exciting news to share so let's get started.

We are sure you have all kept up to date in the media about the Corona Virus. Simple hygiene practices such as thoroughly washing your hands with soap and coughing into a tissue or into your elbow are great ways to prevent infection.

Also as previously mentioned on our Website and Facebook, we are in the process of planning to build a bigger and better clinic just around the corner in Langmore Lane. Keep a look out for updates in our clinic on its progress.

We are still trying to find a new Doctor to join our team after Dr Beech departed for Alice Springs. With such big boots to fill, we are doing our best to find the right Doctor for our family clinic.

Don't forget to check out our Website for up to date information on Doctors availability and what is happening in our clinic. Check out www.murrayhouseclinic.com.au

We 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.

Also don't forget to keep all your personal details up to date. We 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 sending out appointment reminders. If you wish to opt out of our SMS recall and reminder system, please do not hesitate to let our reception team know.

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.



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Upcoming Doctors

Leave:

Dr Hastings – from 14th March and returning 23rd March 2020.

Dr Lee – no leave pending.

Dr Doslo – No leave pending.

Dr Bardac – No leave pending.

Dr Peter Trye – No leave pending.

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.

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

Upcoming Closures:

Please note that we will be closed the following days:

- From Saturday 7th March 2020 and reopening Tuesday 10th March 2020 at 8am.
- From Friday 10th April 2020 and reopening Tuesday 14th April 2020.

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.

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

Our closest emergency departments are:

Casey Hospital – Kangan Drive, Berwick. Phone: 03 8768 1200.

Mulgrave Private Hospital – Blanton Drive, Mulgrave. Phone: 1300 MULGRAVE or 1300 685 472.

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.

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.



www.murrayhouseclinic.com.au