**Complaints and feedback**

If you have feedback or a complaint, we are always there to listen to you. Please ask for a senior member of staff to return your call if not available at the time you wish to speak with us.

You can also email [admin@murrayhouseclinic.com.au](mailto:admin@murrayhouseclinic.com.au)

Patients can also make contact with

**Health Complaints Commission**

telephone 1300 582 113

web https://www.hcc.vic.gov.au/. The commission have a complaints form on their website which you can complete online.

**Privacy**

We take your privacy very seriously. A copy of our privacy policy is available on our website or at the reception desk.

If you wish to discuss privacy concerns or have a privacy question please ask to speak with the privacy representative of the practice or email admin@murrayhouseclinic.com.au

**Clinic Hours**

Monday to Friday 8.15am to 5.00pm

Saturday 8.30 am to 1.00pm

One doctor only on duty for Saturday

Closed Sunday and public holidays

**After hours care**

If you need medical attention after the practice is closed, please call our Locum service DoctorDoctor on 13 26 60.

If you require urgent medical attention you can either attend Casey Hospital, Kangan Drive, Berwick or attend one of the primary care centres local to you.

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Murray House Clinic

Patient Information

September 2023



**Partners of the practice**

Dr Kwai Lee

Dr Slavko Doslo

Dr Liliana Bardac

Doctors consulting at the practice

Dr Michael Beech

Dr Warren Hastings

Dr Ling Jing Zhou

Dr Fatima Momtaz

Osteopath

Louise Harvey

Contact details

Telephone 03 9796 2222

Fax 03 9796 2918

Email [reception@murrayhouseclinic.com.au](mailto:reception@murrayhouseclinic.com.au)

**Services offered at Murray House Clinic**

* Chronic disease management and care plans
* 45-49 comprehensive health check
* Diabetic care plans
* Over 75 health assessment
* Womens Health
* Mens Health
* Indigenous Health
* Immunisations
* Covid immunisation
* Travel medicine
* Workers compensation and TAC appointments
* Pre employment assessment
* Acupuncture
* Skin Checks
* Minor procedures
* Longer appointments
* Telephone appointments
* Osteopathy

**Help us to help you**

Please complete the registration form which is on our website and available from reception staff. This registration form has a new consent section as well as gender identification and pronoun options. The clinic need to keep up to date with your contact details and emergency contact details, email addresses and sms consent to send text messages when test results have been returned and your doctor would like to speak with you.

If you have been referred for pathology or imaging, please make an appointment to get those results. Ask when you have the tests when the tests will be received by your general practitioner and make an appointment to see them or have a telephone call from them to get your results.

Chronic disease management care plans need to have **two** specialists **plus** your general practitioner in order for a care plan to be generated. Medicare clearly states that It is not permissible to create a care plan without meeting this criteria. So for allied health referrals on a care plan, you must have two other specialists or allied health care workers to put on the care plan.