

SERVICES

1. **Official Travel Clinic:** we stock most travel vaccines, incl. Yellow Fever
2. **Hypnotherapy & NLP:** treat anxiety disorders, depression, smoking, etc.
3. **Minor surgery** including skin cancer treatments, ingrown toenails, etc.
4. **Skin cancer checks (dermatoscopy)**
5. **Liquid nitrogen** cryotherapy
6. **PAP smears** by the doctors or by our specifically qualified PAP nurse
7. **Pathology services** on-site
8. **Spirometry** (lung testing)
9. **12-Lead ECG** (heart assessment)
10. **24hr BP monitor:** (hypertension)
11. **Audiometry** (hearing testing)
12. **Allied health services:** clinical psychologist, diabetes educator, osteopath, podiatrist



Our clinic is accredited
for high quality practice

Casey Family Practice is committed to empowering you to achieve the best possible health outcomes in both body and mind by providing quality & comprehensive medical care

CLINIC HOURS - 7 DAYS/WEEK

Mondays to Thursdays:

8:30 am — 5:00 pm

Fridays:

8:30 am — 6:00 pm

Saturdays:

8:00 am — 4:00 pm

Sundays:

10:00 am — 12:00 pm

Public Holidays: Closed

GENERAL INFORMATION

- **BULKED-BILLING**
- **OPEN 7 DAYS A WEEK**
- **MEN, WOMEN, CHILDREN**
- **TRAVEL CLINIC**
- **SKIN CANCER CHECKS**
- **HYPNOTHERAPY & NLP**
- **PATHOLOGY SERVICES**
- **ALLIED HEALTH SERVICES**



405 Princes Highway

Narre Warren, 3805

 9704 7244

www.caseyfamilypractice.com.au

Dr Danh Lam
Dr Steve Chao
Dr Richard Shawyer

IMPORTANT INFORMATION: WHAT WE NEED YOU TO KNOW

Appointments: Please call to book an appointment or book on-line through our website. If you just attend, you may have to wait awhile. Genuine emergencies will get priority. Please call us if you are unable to keep your appointment. Also, please mention if you need a longer appointment or specific treatments, e.g. skin surgery, pre-employment medicals.

Fees: All medicare card holders are **fully bulked-billed** for normal consultations. Medical or surgical procedures will incur an upfront gap (please check with our staff) to cover for material costs. EFTPOS is available. Allied Health services operate separately from us. Please check with our staff about their costs.

Home Visits: are available, in the local areas, for our patients if you are too sick to come to the clinic. Please ring the clinic to arrange this.

Interpreter Services: are available and is for free. This can be provided via the phone but may need to be arranged 48hrs prior.

Personal Information & Medical Record: Your medical record is a confidential document. We have policies to protect the privacy and confidentiality of all patients' personal health information and it is only made available to authorized member staff and other medical professionals involved in your medical care. Patients are encouraged to discuss any concerns relating to their personal health information with their doctor. Request for medical files to be transferred to or from another doctor outside our surgery will require patient written and signed authorisation.

Recalls: We may issue you with a reminder notice from time to time to offer you preventative health services or to remind you on follow up care (e.g. Immunisations, test results). Please let us know if you do not wish to be a part of this system.

Phone Calls: GPs in the practice may be contacted during opening hours but a message will be taken if the GP is with a patient. In an emergency, your call will always be put through to a GP.

Referrals/Results/Scripts/Forms: require an appointment due to confidentiality reasons and Health Department regulations. We do not generally issue repeat prescriptions without consultation or give pathology results over the phone.

After hours: Need a doctor outside our hours? Contact After Hours Locum GP Service, DoctorDoctor on **132260**. In an EMERGENCY, please call **000**.

Suggestions & Complaints: We want to know any suggestions from you to improve our services. You can write to us or use our suggestion box. We believe that problems are best dealt with in the practice. If you feel you are unable to talk to us directly, you may contact the Health Services Commissioner, 30th floor, 570 Bourke Rd, Melbourne, 3000, Tel: 1800-136-066 or 8601-5200

We welcome you to Casey Family Practice!

Dr Danh Lam

Vocationally Registered, Speaks Vietnamese

Special interest: Paediatrics, Mental Health, Teaching

Dr Steve Chao

Vocationally Registered, Speaks Cantonese & Mandarin

Special interest: Surgical Procedures, Geriatrics, Teaching

Dr Richard Shawyer

Special interest: Travel Medicine, Mental Health, Hypnotherapy/NLP, Dermatology/Skin Cancer