

SERVICES

1. **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. **Mirena IUD & Implanon Insertion**
8. **Pathology services** on-site
9. **Spirometry** (lung testing)
10. **12-Lead ECG** (heart assessment)
11. **Audiometry** (hearing testing)
12. **Allied health services:** clinical psychologist, diabetes educator, osteopath, podiatrist (operate separately)



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 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

- BULK-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**

Caseyfamilypractice.com.au

**Dr Danh Lam
Dr Steve Chao
Dr Richard Shawyer
Dr Sanskruti Joshi**

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 as a “walk-in”, you may have to wait awhile as booked patients are given priority and it also depends on the availability of the doctor.

Accident Care: The clinic is equipped to perform minor procedures & treat minor accidents or emergencies (e.g. wound closures).

Fees: All valid medicare card holders are **fully bulked-billed** for normal consultations. Private consultation fee is \$30 for a Basic, and \$50 for a Long, Consult. Medical or surgical procedures and hypnotherapy will incur an upfront gap. EFTPOS & Easyclaim are available. Work-cover patients are required to pay until you can provide a valid insurance claim number.

Please enquire on Allied Health services fees.

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. Request for medical files to be transferred to or from another doctor outside our surgery will require patient written and signed authorisation.

Test Results: Due to privacy issues, test results cannot be given over the phone. Please make an appointment to see your doctor. Your doctor will arrange to contact you for any urgent or significant abnormal results to make an appointment.

Recalls/Reminders: We may issue you with a reminder notice from time to time to offer you preventative health services or to remind you for follow up care (e.g. immunisations). 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: We have a designated after-hours locum agency: 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 (free call)

Dr Danh Lam

MBBS, FRACGP. Speaks Vietnamese

Interests: Paediatrics, Mental Health

Dr Steve Chao

MBBS, M. Div, MA. Speaks Cantonese, Mandarin

Interests: Surgical Procedures, Geriatrics

Dr Richard Shawyer

MBBS, FRACGP. Speaks French & Wolof

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

Dr Sanskruti Joshi

MBBS, FRACGP. Speaks Hindi & Marathi

Interests: Women’s Health, Chronic Disease