

Practice Information Brochure



Wheelchair Access

Carnegie Medical Centre is easily accessible by wheelchair. If you have any special needs, please discuss them with our reception staff or your doctor prior to your visit.

Phone Calls and Emails

We endeavor to return phone calls and emails on the day we received them, although sometimes it may take us longer to respond to your request.

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Your medical records can be transferred to another clinic once written consent has been received. Please note that a fee may apply.

Your Rights

If you have a problem, we would like to hear about it. Please feel free to speak to your doctor, one of the reception staff or the Practice Manager.

However, if you wish to take the matter further, please contact:

Victorian Health Services Commissioner

Level 30, 570 Bourke Street

Melbourne, VICTORIA 3000

Telephone 03 8601 5222

Hcc.vic.gov.au/contact

Our clinic has a suggestion box

Doctors and staff at this practice are committed to providing you with a high standard of patient care. Your input will help us to improve our service.

DO YOU HAVE ANY COMMENTS ABOUT US?

IS THERE ANY ASPECT OF OUR CARE THAT YOU THINK COULD BE IMPROVED?

WE WOULD LOVE TO HEAR YOUR FEEDBACK.

Your responses will be treated in confidence.



On the corner of Koornang Rd and The Crossover in Carnegie

CARNEGIE MEDICAL CENTRE
www.carnegiemedicalcentre.com

Phone: (03) 9568 5300

Fax: (03) 9563 0299

Email: reception@carnegiemedicalcentre.com

After Hours Phone:

National Home Doctor Service

13 74 25



232 Koornang Road

Carnegie, 3163

Phone: 9568 5300

www.carnegiemedicalcentre.com

Practice Hours (by appointment)

**Monday, Tuesday, Thursday & Friday
8.30am – 6.00pm**

Wednesday 8.30am to 7.30pm

Saturday 9.00am - 12.00pm

Appointments

To book an appointment call 9568 5300, visit our website www.carnegiemedicalcentre.com

or book online through HOTDOC.

Every effort will be made to accommodate your preferred time and GP. Emergencies will be given priority and our reception staff will attempt to contact you if there is any delay. Longer consultations are available if you have several issues to discuss or more than one family member to be seen. An interpreter service is available, please advise reception if you require this service.

Telehealth is available for patients under certain circumstances. Please call reception to discuss your eligibility and book these appointments – they cannot be booked online.

Email and Telephone Access

You can contact the practice by email at reception@carnegiemedicalcentre.com – emails are replied to on the same day. Urgent phone calls will be directed to a doctor immediately. For less urgent matters a message will be taken by reception staff and you will be advised when the doctor is likely to return your call.

Home Visits & After Hours Care Arrangements

Home visits are available if deemed medically required, via discussion with your GP. If you require a doctor after hours, Carnegie Medical Centre has an arrangement with **National Home Doctor Service**. They will visit you in your home and forward a report to your regular GP. Call **13 74 25** to make an appointment. Or download a free app for your smartphone. Of course if you have an **emergency call 000**.

MEET THE TEAM

MEDICAL PRACTITIONERS

Dr Mark Lipzker

Dr Mark Lipzker has been the sole owner of Carnegie Medical Centre for the last 30 years. Over this time the clinic has evolved and he is proud to be at the forefront of a holistic family practice. His clinical interests include obstetrics, hyperbaric, travel and sports medicine. Dr Mark enjoys cooking, cycling and travelling.

Dr Korina Galatis

Dr Korina Galatis graduated from Melbourne University in 1995, she continued her training at The Austin/Panach and The Children's Hospital. She has been a part of the team at Carnegie Medical Centre for almost 20 years and enjoys all aspects of general practice. Korina also speaks Greek.

Dr Nirosh Amarasekera

Dr Nirosh Amarasekera joined the practice in 2013. She has a keen interest in women's health including performing Implanon implants / removals and paediatrics; she enjoys travel medicine and all aspects of general practice.

Dr Kelly Huang

Dr Kelly Huang joined the practice in 2018. She has a special interest in performing minor surgical procedures and iron infusions, and her addition brings valuable skills to the clinic. Kelly also speaks Mandarin.

Dr Laurence Elder

Dr Laurence Elder joined the practice in 2019. He has experience in emergency medicine and minor surgical procedures and also brings valuable skills to the clinic.

Dr Sarah Rockefeller

Dr Sarah Rockefeller joined the practice in 2021. She has special interests in women's health, mental health and shared care for antenatal patients.

Nurse Cathy

Cathy is a division 1 registered nurse. She has past experience in disability, aged care and mental health care. Cathy has worked in general practice since 2004 and holds accreditation in immunisation, ear syringing, suturing, cannulation and wound management. Cathy was awarded the title of "Practice Nurse of the Year" in 2018.

Nurse Georgia

Georgia is a division 1 registered nurse and joined the practice in 2014. She has extensive experience in wound management and is also an accredited immunisation nurse.

Nurse Chriss

Chriss is a division 1 registered nurse and accredited immunisation nurse who joined our team in 2020. Chriss has vast experience in all areas of General Practice and is a wonderful addition to our team

Services Available

Medical checkups, care planning and family planning, pap smears, pregnancy tests, counseling, childhood and travel vaccinations as well as minor surgery such as suturing, liquid nitrogen therapy, nutritional advice, diving medicals, sports medicals, iron infusions and other minor surgical procedures.

Fees and Billing Arrangements

We are a private billing practice and payment on the day of consultation is required. Medicare rebates can be processed at the time of payment. Fees are displayed in the waiting area and we accept all credit cards. Existing Pensioners are currently bulk billed and we offer a reduced fee for Health Care Card holders. Immunisations and some visits with our practice nurses are bulk billed.

Reminder System

Our practice is committed to preventive care. You may receive SMS reminders from time to time or a phone call offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

Results

Test results are usually back within 3 working days. If your results require URGENT action we will call you. For all other results please call our practice nurses to discuss. We may send you an SMS prompt to make a non urgent appointment with your GP to discuss results. They will advise what your results mean for your care.