



## OUR DOCTORS

### Regency Medical Clinic

#### **PARTNERS**

Dr Nam Trung Nguyen MBBS, FRACGP  
Dr James Herbert MBBS, FRACGP  
Dr Phuoc Tran, MBBS, FRACGP  
Dr William Staridas MBBS

#### **INDEPENDENT MEDICAL PRACTITIONERS**

Independent Doctors may have different policies and fees to the Partners. Should you have a query please speak to your Doctor.

Dr Sonya Curnow MBBS (Hons), FRACGP  
Dr Monica Di Lernia MBBS, FRACGP  
Dr Sanja Klaric MBBS  
Dr Stephen Klaric MBBS  
Dr Ashley Mauviel MBBS, FRACGP, DCH (SA)  
Dr Sheela Rajan MBBS, FRACGP  
Dr Kristen Crowhurst, MBBS  
Dr Nichole Mellor, MBBS

#### **GP REGISTRARS**

Dr Smita Anand, MBBS  
Dr Byron Manning, MBBS

#### **ALLIED HEALTH PROFESSIONALS**

<b>Audiologist</b>	- Hear Clear
<b>Diabetes Educator</b>	- Effie Kopsaftis
<b>Dietitian</b>	- Nutrition Health Experts
<b>Physiotherapist</b>	- Sam Page
<b>Podiatrist</b>	- Carolyn Miller
<b>Psychologist</b>	- Elizabeth Banitsiotis
<b>Psychologist</b>	- Judy Podgorelec

### Northfield Surgery

Dr Nam Trung Nguyen MBBS, FRACGP  
Dr James Herbert MBBS, FRACGP  
Dr Sanja Klaric MBBS  
Carolyn Miller, Podiatrist  
Sam Page, Physiotherapist

### RMC Prospect

Dr James Herbert MBBS, FRACGP  
Dr Quang Tran, MBBS  
Dr Nichole Mellor, MBBS

#### **PRACTICE NURSES**

- Our team of caring Practice Nurses assist the doctors with Spirometry, INRs, immunisations, ECGs
- Please let the receptionist know if you believe you will need to see the practice nurse during your visit so an appointment can be booked to ensure timely attention to your care

#### **GENERAL MEDICAL CARE**

Our doctors practice evidence-based medicine

- diagnosis and management of acute and short term illness
- supervision of chronic illness, GP Management Plans, Team Care Arrangements
- seniors' (over 75 years) health assessments
- work related injury & illness
- travel advice & immunisations
- insurance, driving & employment medicals
- hospital, hostel & nursing home visits
- minor operative procedures
- skin cancer treatment (cryotherapy, excisions)
- palliative care (home or hospital)
- sports injuries
- electrocardiograph and lung function testing
- micro-suction ear cleaning

#### **WOMEN'S HEALTH SERVICES**

- routine gynecological & breast examinations
- smear tests
- family planning & contraception
- pregnancy testing
- shared antenatal care
- menopause management, including HRT

#### **PREVENTIVE CARE**

- newborn & preschool checks
- immunisations
- adult health promotion, including weight control, lipids (cholesterol), blood pressure, fitness and lifestyle monitoring

#### **PATHOLOGY**

A Clinpath Pathology Collection Centre is open at Regency Medical Clinic Monday to Saturday.

**HOME VISITS** (for our patients in our visiting area)  
We ask you to limit requests for home visits to occasions where it is impossible to attend the Clinic for medical reasons. To enable us to plan our day it is appreciated if you notify us as early as possible.

#### **TEACHING ACTIVITIES**

This clinic is accredited as a training clinic for Royal Australian College of General Practitioners Registrars (fully qualified doctors training to become general practitioners).

#### **APPOINTMENTS**

Consultations are conducted by prior appointment. A standard appointment is 15 minutes. Please let the receptionist know if you require a longer appointment. Longer appointments will be necessary for insurance or employment medicals, removal (excision) of skin lesions, full medical checks and complex medical problems. Appointments should also be booked with our Practice Nurses.

You can  
**BOOK APPOINTMENTS ONLINE**  
at  
[www.regencyclinic.com.au](http://www.regencyclinic.com.au)

#### **PATIENT RESPECT**

Our practice provides respectful and culturally appropriate care for all patients. Consultations can be conducted in Croatian, Polish, Russian, Chinese, Cantonese or Vietnamese. A telephone interpreter service is also available.

#### **PRIVACY**

This practice is committed to maintaining the confidentiality of your personal health information. It is the policy of this practice to maintain security of personal health information at all times and the practice adheres to principles of the RACGP. Our staff would be happy to answer any questions you may have regarding our privacy policies.

**IF YOU HAVE AN EMERGENCY CALL**

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## FEES

*RMC Sefton Park, Northfield & Prospect are mixed billing practices.*

### **FULL PAYMENT IS REQUIRED ON THE DAY OF CONSULTATION.**

- A full list of fees charged is available at Reception
- Medicare rebate can be done instantly to your Eftpos card or into your bank account if registered with Medicare. Registration Forms available at reception.
- Cash, credit card or Eftpos accepted.
- A discounted fee is available for concession card holders and children 16 years of age and under.
- A surcharge applies on weekends and after 6pm on weekdays.
- Holders of Gold or White Specific Treatment Entitlement Cards are billed direct to DVA.
- "Did not attend" fee is \$35
- Fees may apply to transfer of medical records
- We encourage patients with genuine financial difficulty to discuss their situation with their doctor, or our Business Manager.
- If you are referred to another health care provider, we recommend that you contact them directly for fee information.

### **CANCELLED APPOINTMENTS**

If you are unable to keep an appointment please notify us as soon as possible, preferably 24 hours' notice, so that the time can be allocated to another person. Failure to attend an appointment may incur a fee of \$35, which is not covered by Medicare.

### **FEEDBACK**

We are keen to hear your feedback about any aspect of your care. Please use the suggestion box in the waiting room, or discuss with your doctor or the Business Manager. This practice has a protocol for the handling of complaints, and you can be assured that your complaint will be dealt with in a sincere and professional manner. Should you feel that your complaint has not been dealt with satisfactorily you may direct your concerns to the Australian Health Practitioner Regulation Agency (1300 419 495).

### **SICKNESS CERTIFICATES**

Sickness certificates will not be issued without a doctor's consultation.

### **IMMUNISATIONS**

Routine immunisations are available for both children and adults. An appointment is necessary with the nurse and your doctor so please inform reception staff. Special immunisations require prior discussion with your doctor.

### **TEST RESULTS**

Patients are required to make an appointment to discuss the results of any investigations such as blood tests and x-rays unless otherwise directed by your Doctor.

### **MESSAGES**

Reception staff are happy to take your details and relay a message to the doctor to return your call. Doctors will return your call when they are not seeing patients, during normal surgery hours. If your call is urgent you need to explain the situation to the receptionist who will deal with your call appropriately. Email communication is discouraged as emails may not be checked on a regular basis.

### **DISABLED ACCESS**

Wheel-chair access is available.

### **CAR PARKING**

Car parking is provided at all our practices.

### **URGENT MEDICAL ATTENTION**

If you have an urgent medical situation that does not require an ambulance or hospital attention, please come to the Clinic to be seen by the first available Doctor.

### **IF YOU HAVE AN EMERGENCY CALL**

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**Regency Medical**

Health and Care connected

## PRACTICE INFORMATION

### **NEW PATIENTS WELCOME**

#### **Regency Medical Clinic**

Postal PO Box 547 Prospect East 5082

#### **RMC Sefton Park**

517 Regency Road Sefton Park 5083  
Bus Stop 118 Route 300

Open: Monday to Thursday 8am to 7:30pm  
Friday 8am to 5:30pm  
Saturday 8.30am to 5pm  
Sunday 9am – 12 noon

Phone: 8269 1900 Fax: 8344 7411

#### **RMC Northfield**

325 Hampstead Road Northfield 5085  
Bus Stop 28 Route 202, 203 or 209F

Open: Monday to Friday 9am to 1pm

Phone: 8349 8686 Fax: 8262 7557

#### **RMC Prospect**

100 Prospect Road, Prospect  
Open: Monday to Friday 9am to 5pm

Phone: 8269 1900 Fax: 8344 7411

#### **Out of Hours Service**

A locum doctor is available on 8269 1900. There may be a fee for this service.

[www.regencyclinic.com.au](http://www.regencyclinic.com.au)