



**KURE MEDICAL**

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

PRACTICE INFORMATION SHEET

22 Jamieson Avenue Red Cliffs

Telephone 03 5021 1544

Fax 03 5021 0677

[redcliffs@kuremg.com.au](mailto:redcliffs@kuremg.com.au)

**Dr Khaled El-Sheikh**

MBBS, FRACGP, FACRRM

Languages Spoken: English, Arabic

**Dr Khaled Mawaheb**

MBBCh, MD, FRACGP, FAAFB, DIP.ABFM

Languages Spoken: English, Arabic

**Dr Admire Nyanhemwa**

Qualifications, MBChB, DCH.

Languages Spoken: English and Shona

**Dr. Khaled Eldash**

MBBCH, LMCC

Languages Spoken: English, Arabic

**Opening Hours**

Monday – Friday 9:00am – 5:30pm

Closed on weekends & Public Holidays

For Medical Assistance After Hours Phone 1300 168 369

In a Medical Emergency Phone 000

**Appointments**

Consultation is by appointment. Urgent cases will be seen on the day.

Long Appointments – Patients requiring third party medicals review of a complex health problem, counseling for emotional difficulties or a second opinion, require a longer consultation. Please request this at the time of making your appointment and bring any relevant documentation with you. If you are unsure whether or not to request a long appointment, please ask our staff.

If more than one family member wishes to see the doctor at the same time, please make separate consecutive appointments.

Home Visits – are available at the discretion of the treating Doctor for patients within a reasonable distance from the clinic and who are unable to travel to the clinic due to impacts of their medical condition. Please provide as much time as possible when booking a home visit that is approved by the patients treating GP. There may also be a charge for this service. Please refer to the fee schedule section for confirmation of these services and charges.

Referrals – At times the doctor may need to refer you to another health care service. These services can include but are not limited to specialists, diagnostic and allied health services. The doctor will discuss this with you and advise of any patient health information that is disclosed in the referral document.

Despite our best intentions, we sometimes run late! This is because someone has needed unexpected urgent attention. Be assured, when it comes to your turn, the Doctor will give your problem the time it deserves.

**After Hours**

If you need to see a Doctor when our Practice is closed, you can make an afterhours appointment by visiting our website [www.kuremg.com.au](http://www.kuremg.com.au) And select the booking option "After Hours". An After Hours appointment will attract a non-Medicare rebate fee of \$90.00. Please note, for an emergency do not book an After Hours appointment with your Doctor; call 000 or attend the nearest Emergency Department

## Services

Please refer to the clinic staff for confirmation of available services

Minor Surgical Procedures	Antenatal Care (shared)
Hormone Replacement (HRT)	Women's Health, HRT & PMS MG
Family Planning & Implants	Couples Counseling
Men's Health	Prostate Screening
Erectile Dysfunction	Licence and Employer Medical
Insurance Medicals	Health Assessments
Diabetes Management	Skin Cancer
Management Osteoporosis	Management Travel Vaccines
Child & Adult Immunisations	Health, Diet & Fitness Programs
ECG Lung	Function Tests
Asthma Management	Holter Monitoring for Heart
Hearing Testing	Ear Syringing
Mental Health	Services Telehealth Services

## Interpreter Services

Interpreter services are available at this clinic. Please advise reception when making an appointment if you require an interpreter.

## Contacting the Doctor by Telephone

It is the practice's policy not to interrupt the Doctors while they are consulting unless in emergency situations. Our Receptionist will take a message and forward it to the Doctor in between consultations. The Doctor will return your call as soon as possible. This maybe between patients, at the end of the session or the following day. You may like to speak to the Practice Nurse if you require further information.

## Collection of Results

Most tests take a few days to be returned to the Doctor. It is standard practice that patients make an appointment to discuss their results with the Doctor in person. Our Doctors will not provide this service over the phone unless in cases of emergency.

## Your Personal Health Information

Kure Medical Red Cliffs is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. Patients can access their "my health record" by visiting [www.mygov.com.au](http://www.mygov.com.au) and follow the prompts. For patients to access their medical records held by Kure Medical ask reception for a "Request for personal health information" form.

## Patient Feedback

If you have any feedback (suggestion or complaints) we would like to hear about it. Please feel free to fill out a Patient Feedback form and either drop it in the Suggestion Box at Reception or you can email it to [contactus@kuremg.com.au](mailto:contactus@kuremg.com.au)

We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies.

## Patient Complaints can be directed to

### Health Care Complaints Commissioner

Phone 1800 136 066

or

### Kure Medical Red Cliffs

Phone 03 5021 1544

Fax 03 5021 0677

[contactus@kuremg.com.au](mailto:contactus@kuremg.com.au)

## Reminders

The practice offers a FREE service to all patients to promote a continuing quality of care. Our modern computerised medical system enables us to place a reminder into your medical record, whether it be a few months or a few years in the future. If you would like this service, please speak to your Doctor during your consultation. Reminders can be for various procedures including follow up blood tests, reviews and vaccinations and will allow our staff to contact you in time to make an appointment. This practice also participates in national/state or territory reminders systems/registers. If you do not wish to participate please inform the Doctor or receptionist.

## Fees

Kure Medical Red Cliffs – is a privately billing practice. Patients have a choice to pay a fully private fee for an annual consultation or pay a gap fee for each visit. Annual private fees and gap fees can be found in the Fee schedule section of this form.

Privately billed patients will be required to pay on the day of consultation by cash, cheque or EFTPOS.

Items where there is no rebate available from Medicare include: The annual Private fee, After Hours Telehealth services, services for Work Cover and TAC clients, pre-employment, insurance companies, licenses, etc. and the provision of written medical reports to non-medical third parties. GST is applied to some of services.

## Fee Schedule

Kure Medical is a mixed billing practice.  
Our regular patients can take advantage of our

Annual Private Fee	Single - \$220
	Family - \$330

Concession Card Holders	Aged Pension \$110
	Other Concession Card Holder \$195

Our Annual Private Rates cover patients for 12 months from date of payment, and provides cover for you and/or your families care throughout the year.

Or Fee schedule/GP consultation

\*\*Annual private fee only applies to patients with Medicare

APPOINTMENT	Standard - \$90
	Long - \$145

**TELEHEALTH (VIDEO/PHONE) CHARGED AT ABOVE RATES.**

Home Visits Fee: \$150

After Hours Fee: \$90 (No Medicare rebate for After Hours)

Patients are advised that they are responsible for out of pocket expenses associated with referrals by our Doctors to medical services including, but not limited to Specialists, Medical Imaging etc., pathology and allied health.



## Medical Students

On occasion, the Practice hosts medical students for invaluable on the job experience and training. If a student is working with our Doctors, a sign is placed at reception advising our patients and a notice given before entering the consultation. It is the decision of the patients whether the student be present or not during their consultation.

## Zero Tolerance Policy

This medical practice has a Zero Tolerance Policy on violence and aggression. Violence and aggression (physical or verbal) against staff is NOT acceptable. Offenders may be refused access to the clinic and doctors and/or may be prosecuted.

## Failure to attend Policy

Patients who fail to attend their appointment time are taking up appointments which could be offered to other patients. Patients who do not attend appointments and fail to notify reception staff within a minimum of 2 hours of their appointment time may be subject to a fee of \$25.00 which is not claimable with Medicare.

## Repeat Prescriptions

Require an appointment or with previous approval from your GP a script may be provided. A fee will be charged for a repeat prescription and there is no Medicare rebate on this fee. Please refer to the clinic staff for confirmation of these charges.