

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 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.

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 may be 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.

Your Personal Health Information

Kure Medical Mildura 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

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 available on our website or you can ask for a form from reception. Please complete and drop it in the Suggestion Box at Reception or you can email it to

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 the Health Care Complaints Commissioner Phone 1800 136 066 or

Kure Medical Mildura

Phone 03 5021 4466 Fax 03 5021 0396

contactus@kuremg.com.au



Kure Medical Group – Mildura

133 – 137 Langtree Avenue Mildura VIC 3500

Ph: 03 5021 4466 Fax: 03 5021 0396

E: mildura@kuremg.com.au

Opening Hours:

Monday to Friday: 9am – 5pm

Saturday: 10am – 3pm

Public Holidays: Closed

For Medical Assistance After Hours:

Book online: www.kuremg.com.au

In a medical emergency phone: 000

OUR DOCTORS

Dr Khaled El-Sheikh (male) MBBS, FRACGP, FACRRM

Languages Spoken: English, Arabic

Dr Khaled Mawaheb (male)

MBBCh, MD, FRACGP, FFAFB, DIPABFM

Languages Spoken: English, Arabic

Dr. Arif R. Rajput (male) MBBS

Languages Spoken: English, Urdu, Hindi, Punjabi, Sindhi

Dr Nidhi Jain (female) MBBS

Languages Spoken: English, Hindi & Marathi

Dr Nazmul Ameen Wasim (male) MBBS

Languages Spoken: English & Bengali

Dr Saifuz Chowdhury (male) MBBS

Languages Spoken: English & Bengali

Dr Peyman Akbari Ahmadabadi (male) MBBS

Languages Spoken: English & Farsi (Persian)

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 and Implants
Couples Counselling
Men's Health
Prostate Screening
Erectile Dysfunction
License and Employer Medical
Insurance Medical
Health Assessments
Diabetes Management
Skin Cancer Management
Osteoporosis Management
Travel Vaccines
Child and Adult Immunisations
Health, Diet and 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.

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.

Fees:

Kure Medical – is a privately billing practice. A yearly
private appointment is available for regular
patients/families who require well managed, affordable
care.

Gap fees/GP consultation are also listed 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 appointment, After Hours
Telehealth services, services for Work Cover and TAC
clients, pre-employment, insurance companies,
licenses, Iron Infusions, some procedures etc. and the
provision of written medical reports to non-medical
third parties. GST is applied to some of services.

Fee Schedule:

Annual Private appointment for regular patients:

Single - \$220

Family - \$330

Concession Card Holders –

Aged Pension \$110

Other concession Card Holder \$195

Or

Fee schedule/GP consultation:

APPOINTMENT

STANDARD - \$90

LONG - \$145

TELEHEALTH (VIDEO/PHONE) CHARGED AT ABOVE
RATES.

Home Visits Fee: \$165

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, Kure Medical hosts medical students for
invaluable on the job experience and training.
If a student is working with our Doctors, a sign is placed at the
reception advising our patients and a notice is given before
entering the consultation.

It is the decision of the patients whether the student
be present or not during their consultation.

Failure to Attend Policy

Patients who do not attend appointments and fail to notify
reception staff within a minimum of 2 hours prior to their
appointment time may be subject to a \$25 fee which is not
claimable with Medicare

Zero Tolerance Policy

Kure Medical 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.

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.

Reminders

The practice offers a FREE service to all patients to promote a
continuing quality of care. Our 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 our staff.