

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 Midway
Phone 03 5023 4057 Fax 03 5023 4197
contactus@kuremg.com.au



Kure Medical Group – Red Cliffs
22 Jamieson Avenue
Red Cliffs VIC 3496
Ph: 03 5021 1544 Fax: 03 5021 0677
E: redcliffs@kuremg.com.au

Opening Hours:

Monday – Friday 9:00am – 5:00pm
Public Holidays: Closed

For Medical Assistance After Hours:

Book online: www.kuremg.com.au
In a medical emergency phone: 000

OUR DOCTORS

Dr Khaled Eldash

MBBCH, LMCC

Languages Spoken: English, Arabic

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.

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.

Fees – Annual Appointment

Kure Medical is a private billing practice.
A private annual appointment is available for regular patients and families to support ongoing, well-managed, and affordable care.
This annual appointment covers your regular care planning, assessment, and management needs throughout the year.

Included Services

The annual appointment supports ongoing care for:

- Standard consultations, care planning, and follow-up appointments (including script and referral renewals).
- Some minor procedures (as advised by your GP)
- Psychological care planning and management

Services Not Included

The yearly appointment does not include fees for:

- Failed to Attend (FTA) or late cancellation appointments
- After Hours or weekend services
- WorkCover or TAC consultations
- Pre-employment or insurance medicals
- Licensing assessments (e.g., commercial driver’s, aviation)
- Iron infusions and certain non-routine procedures
- Preparation of written medical reports for third parties

GST applies to some services.

Fee Schedule:

Annual Private appointment for regular patients:

Single - \$220

Family - \$330

Concession Card Holders –

Aged Pension \$110

Other concession Card Holder \$195

Gap fees/GP consultation are also listed below and a medicare rebate will be given at the time of consultation.
Privately billed patients will be required to pay on the day of consultation by cash, cheque or EFTPOS.

Fee schedule:

GP consultation/Telehealth

APPOINTMENT

STANDARD - \$90

LONG - \$145

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.

Workcover

Patients are to pay the consultation fee of \$150 at the time of service and collect the fee from your insurance company with a provided receipt

Repeat Prescriptions

To obtain a repeat prescription, all patients are required to book an appointment with their preferred provider.
This can be done in person or via telehealth.
Your doctor can send an e-script directly to your mobile for convenient dispensing at the pharmacy of your choice.
All paper prescriptions must be collected in person from the clinic by you or a nominated next of kin. Due to legislative restrictions, we are unable to send, fax, or email prescriptions directly to pharmacies. If you require a prescription to be posted to you, a \$10 non-rebatable fee (not covered by Medicare) will apply.

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 will 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.

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.