**Health104 – Patient Information Factsheet**

(Indicator C1.1A – Our patients can access up-to-date information about the practice)

# Practice Details

Address: 104 Canterbury Road, Middle Park, VIC 3206

Phone: (03) 9388 3323

Website: www.health104.com.au

# Consulting Hours

Monday – Friday: 7:00 am – 8:00 pm

Saturday: 8:00 am – 5:00 pm

Sunday: Closed

Public Holidays: Open

After-hours care: If you require urgent medical assistance outside of our opening hours, please call the National Home Doctor Service on 13 SICK (13 7425) or attend the nearest emergency department.

# Appointment Types

* Standard GP consultations
* Extended GP consultations
* Telehealth appointments (video and phone) – available for eligible patients during business hours
* Allied health appointments
* Specialist appointments
* Group fitness and recovery classes
* Wellness spa and therapy sessions

# Billing Principles

* General Practice: Mixed billing – Medicare rebates available for eligible services.
* Wellness & Allied Health: Private billing – fees vary by service.

All fees are explained at the time of booking. Please speak with our reception team for detailed pricing.

# Our Practitioners

We have a multidisciplinary team including:

* Dr. Yuri Raymon - General Practitioner
* Dr. Rami Dawood – Lifestyle Medicine Doctor
* Rebecca Boyle - Registered Nurse
* Thomas Mathew - Nurse Practitioner
* Dr. Sue Xiang – Chinese Medicine Doctor/Acupuncturist
* Elvan Kose - Kinesiology
* Rajmohan Subash – Physiotherapist
* Dr. Rebecca Mackenzie-Proctor – Gynaecologist & Fertility Specialist
* Robyn Plummer - Registered Nurse
* Sonia Armstrong – Clinical Nutritionist
* Emily Habgood – Sonographer

* Personal Trainers – Dmitro, Arthur, Larisa, Louise, Rachel, Jo, Aleksander, Holly, Matthew
* Wellness Therapists – Nassim and Nicole

A full practitioner list is available on our website.

# Communication Policy

* Phone calls: Reception staff will answer calls during opening hours. Practitioners may return calls when clinically appropriate. Allow a 15-minute buffer on either side of all telehealth appointments. • Electronic communication: Emails are for non-urgent matters only. We aim to respond within 1 business day. Sensitive or urgent medical matters will not be discussed via email.
* For urgent concerns, please call the practice directly on (03) 9088 3323.

# Managing Your Health Information

We are committed to protecting your privacy.

* Your personal health information is collected, stored, and used in accordance with the Privacy Act and RACGP Standards.
* Detailed copies of our privacy policy are available at reception or on our website.

# Feedback & Complaints

We welcome patient feedback.

* Speak directly to our Practice Manager or reception team
* Email: feedback@health104.com.au
* Formal complaints can be directed to the Health Complaints Commissioner on 1300 582 113 or www.hcc.vic.gov.au

# Range of Services

* General Practice consultations & chronic disease management
* Integrative & alternative therapies
* Allied health (physiotherapy, chiropractic care, dietetics, etc.)
* Wellness spa treatments (ice bath therapy, infrared sauna, magnesium spa, lymphatic drainage,

etc.)

* Fitness & recovery classes (Reformer Pilates, Circuit, Yoga, Aerial Yoga)
* Health education workshops & events

# Disclaimer

Any advertisements or promotions displayed within our practice or on our website do not imply endorsement by Health104.