



# Ontario Medical Clinic

196-00 Orana Ave  
Mildura  
Phone (All hours) 03 5023  
7311  
Facsimile 03 5021 4851

## Our Doctors

Dr. M. Marrows  
M.B.,B.S., Sports Med. Cert.

Dr. P.D. Webster  
M.B.,B.S.,Dip.R.A.C.O.G., F.R.A.C.G.P.,  
F.A.C.R.R.M

Dr. W. Wishart  
M.B.,B.S.(Hons.) F.A.C.R.R.M

Dr. P.F. Eade  
M.B.,B.S.,(London) FP Cert.  
F.R.A.C.G.P.

Dr. E. Murray  
M.B.,B.S., F.R.A.C.G.P.

Dr. B. Murray  
M.B.,B.S., F.R.A.C.G.P.

Dr. A. Chalabi  
M.B.,C.H.B.

Dr. A. Weller  
B.Med. (Newcastle), F.R.A.C.G.P.

Dr. P. Kumar  
M.B.,B.S.

Dr. J. Crase  
M.B.,B.S.,CWH,BEng.

Dr Eva Curley  
M.D.

Dr Joelene Lau  
M.B.B.S.

## What makes us different?

The Ontario Medical Clinic is a family orientated general practice. We provide care and services for all ages in an ongoing capacity over the full range of family medicine problems.

The modern, well appointed and well equipped surgery was built in 1996.

It is in close proximity to both the Mildura Private Hospital and the Mildura Base Hospital as well as a comprehensive range of specialist providers including Medical, Surgical, Psychiatric, Ancillary services (such as physiotherapy), X-ray and Pathology.

We believe in patient orientated medicine and not just problem orientated medicine. We desire and strive to offer friendly, personal and confidential services to all patients without prejudice.

The doctors in this clinic have a broad range of special interests and skills that enable a wide variety of services to be offered, including the

**Surgery Hours**  
Monday, Friday 8:00am-6:00pm  
Following, Counseling, antenatal care, treatment of  
Saturday, surgical 8:30am-11:30am  
Fractures

All consultations are by appointment. Saturday morning appointments are set aside for emergencies only. Dressings of wounds or skin ulcers.

## After Hours

Urgent and emergency medical problems required during the night, on weekends or public holidays will be attended by the doctor on call. This is on a roster basis and the doctor on call may not be your regular doctor. Please phone the clinic and listen to the recorded message which will tell you how the doctor on call may be contacted. The clinic phone number is 5023 7311 all hours.

If you require this brochure in a larger print format please ask Reception



## **Our doctors**

### **Dr Mark Marrows**

Dr Mark Marrows graduated in medicine in 1983. After three years residency, he started General Practice and has a special interest in Sports Medicine having completed post graduate studies in this field. Dr Marrows is available for consultation every weekday.

### **Dr Philip Webster**

Dr Philip Webster graduated from Melbourne University in 1977 and commenced General Practice in Mildura in 1980. He has a fellowship of the College of General Practitioners. Dr Webster has a diploma in Obstetrics and Gynaecology and postgraduate studies in Counselling. Dr Webster is available for consultation four days per week.

### **Dr Warwick Wishart**

Dr Warwick Wishart graduated with honours in 1991 from Monash University and has worked in General Practice since 1994. Dr Wishart has a Fellowship of the Australian college of Rural and Remote Medicine. Dr Wishart's interests are in all aspects of family medicine and he is available for consultation every weekday.

### **Dr Paul Eade**

Dr Paul Eade graduated from London University in 1986. He has a Fellowship of the College of General Practitioners. He has a special interest in Diabetes and Asthma. Dr Eade is available for consultation every weekday.

### **Dr Emma Murray**

Dr Emma Murray graduated in 2001 from University of Melbourne. She is interested in all areas of general practice. Dr Murray consults on a part-time basis.

### **Dr Brad Murray**

Dr Brad Murray graduated in 2001 from University of Melbourne. He has a special interest in Travel Medicine and Dermatology. Dr Murray is available for consultation every day.

### **Dr Aqeel Chalabi**

Dr Aqeel Chalabi graduated in Iraq in 1996. He is well experienced in emergency medicine and is also interested in family medicine. Dr Aqeel is available for consultation every day.

### **Dr Anthony Weller**

Dr Anthony Weller graduated from Newcastle in 2006. He is interested in all aspects of family medicine with special interest in Paediatrics and Palliative Care. Dr Weller is available for consultation on a part time basis.

### **Dr Pranay Kumar**

Dr Pranay Kumar graduated in 2002 from Manipal University, India. Interested in all areas of General Practice with special interest in Emergency Medicine.

### **Dr Joshua Crase**

Dr Joshua Crase graduated from Melbourne University in 2009. He also holds a degree in Computer Engineering. Josh has interests in antenatal care, diabetes, obesity and Indigenous Health. Josh is available for consultation four days per week.

### **Dr Eva Curley**

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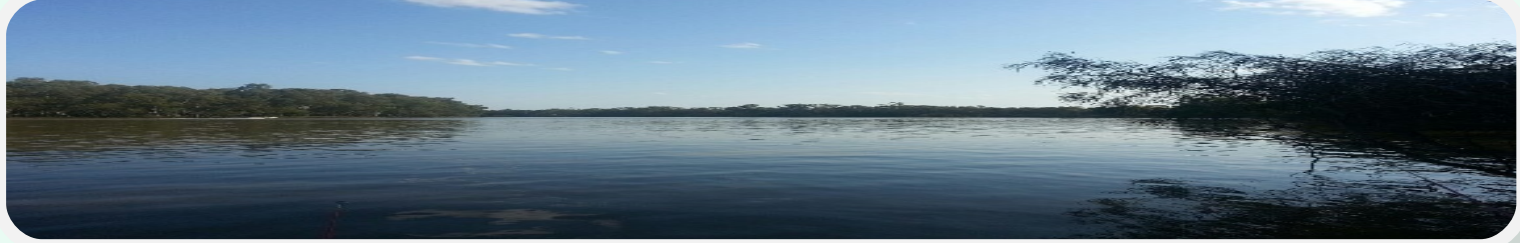
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**Appointments**

This practice operates on an appointment system. A standard appointment is usually adequate to deal with most health issues. Please ensure a separate appointment is made for each family member. Appointments are made at 10 minute intervals so you can normally expect to spend that long with the doctor. Appointment slots are held each day for same day urgent reviews, walk-ins or sick children.

**Special Appointments**

If you require a longer appointment or a special service, such as an Insurance Company Medical, Aviation Medical, Midwifery visit, Routine Well Woman Check, Dressing, etc, please inform the receptionist at the time of making your appointment so that the necessary time can be allotted to you.

**Home**

The appointments available from the Doctors in this practice and prior arrangements made with the Doctor concerned.

**Cancellations**

If you are unable to attend an appointment on we would appreciate notification as soon as possible prior to the time of that time. Any extended appointments which are confirmed but not attended may incur a non-attendance fee.



**Home Visits & Other Institutions**

**Fees**

As we are a private practice there may be a fee payable for your appointment. The fee will be dependent on the doctor you are seeing. Please ask your receptionist for more information.

**Same day policy**

The Clinic's policy is that all urgent appointments will be seen on the day you call. Please note that the appointment may not be with your usual doctor, and that it is best to call earlier in the day.

**Work Cover/TAC/Third Party**

The Doctors at this practice do not deal with Insurance Companies for WorkCover Consultations, TAC consultations or any other third party consultation. We are happy to provide health care to all of our patients but it is the responsibility of the patient to pay for their own consultation on the day.

**Waiting times**

Nobody likes to be kept waiting or to keep others waiting needlessly. We are constantly aware of this and always endeavor to adhere to appointment schedules. However, the unpredictable nature of medical practice makes strict adherence to a timetable very difficult. We regret any inconvenience that this may cause you and recommend that you discuss possible ways of minimising this inconvenience with your doctor should your time constraints require a tighter frame in which to work.

**Repeat prescriptions**

How you can help us with waiting times  
Did you know that when you book a standard consultation the time is about 12-15 minutes (including record keeping)?  
Counselling and emotional  
d  
Insurance Company Medical,  
Aviation Medical, Midwifery visit, Routine Well Woman Check, Dressing, etc, please inform the receptionist at the time of making your appointment so that the necessary time can be allotted to you.  
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### **Vaccines**

Patients are encouraged to take advantage of the free vaccines made available by the Federal and State Governments. Please ask our nursing staff or doctors for further details. We also offer travel medicines and are accredited to administer same.

### **Travel Vaccines**

This practice has on hand a range of Travel Vaccines. If you plan to travel overseas then book an appointment with one of the doctors to discuss your needs prior to travel.

### **Children and babies**

A designated play area is available for children. A babies changing area is available in the toilet area. Please ask at reception for directions.

### **Facilities for people with a disability**

Our practice is designed for wheelchair access. Should you have special needs, please discuss them with your doctor.

### **Your Medical Records**

Your medical record is a confidential document and information contained therein will only be released to another agency with your written permission. It is the policy of this practice to ensure the security of your medical records at all times in accordance with National Privacy Principles. Only personnel who have signed a confidentiality contract are authorised to access your medical records. If you would like a copy of our patient privacy policy please ask our reception staff.

### **Patient Feedback**

In our efforts to serve you better we are more than willing to receive constructive criticism and comments on the clinic, our services, the doctors and staff. Any feedback that you provide us with will be used to further improve the services that we provide to you. Please address these matters to your doctor or the Practice Managers. We would also be pleased to know when we get things right.

### **Code of Practice**

The 'Code of Ethics' of the AMA is used as a guide by the doctors and staff of this clinic.

### **Complaints**

We believe that problems are best dealt with within the practice. We want to know if you are concerned about any aspect of the service we provide. However if you feel there is a problem you wish to take up outside the practice, you may prefer to contact the Victorian Government Centre for handling complaints.

The address is:

Health Service Commission,  
Level 30 570 Bourke Street,  
MELBOURNE. VIC 3000  
Phone: 03 8601 5200  
Freecall: 1800 136 066

[www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)

### **Magazines**

No more boring magazine issues from a decade ago. We try to ensure we have a diverse selection of relatively new magazines for our patients to enjoy. Please remember to leave magazines for the next patient.