



# Ontario Medical Clinic

196-200 Ontario 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. A. Chalabi

M.B.,C.H.B.

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. A. Weller

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

Dr. W. Wishart

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

Dr. P. Kumar

M.B.,B.S.

Dr. P.F. Eade

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

Dr. J. Crase

M.B.B.S., F.R.A.C.G.P., CWH, Beng.

Dr. E. Murray

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

Dr Eva Curley

M.D.

Dr. B. Murray

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

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 following; counseling, antenatal care, treatment of fractures, surgical removal of skin lesions, suturing of lacerations and dressings of wounds or skin ulcers.

### **Surgery Hours**

Monday – Friday 8:00am-6:00pm

Saturday 8:30am-11:30am

All consultations are by appointment. Saturday morning appointments are set aside for emergencies only.

### **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.

## **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.

### **Our doctors cont...**

### **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**

Dr Curley graduated from the University of Melbourne in 2014. She is interested in all areas of General Practice with special interest in Pediatrics.

### **Dr Joelene Lau**

Dr Joelene graduated from Tasmania in 2012. She is interested in all aspects of family medicine and in particular Women's Health. Joelene is available for consultation every day.

### **Our nurses**

Our nursing team provide a vital role in the high quality medical care provided at the Ontario Medical Clinic. They maintain their knowledge and skills with their commitment to ongoing nursing education.

Our nurses run our treatment room efficiently and help our patients in many ways, including; Wound Care, Childhood Immunisation, Medical Testing, Health Assessment, Injections, Well Women's checks, all Medicals, Asthma and Diabetes Education and all minor theatre procedures. If you need an appointment that also requires a nurse please tell the receptionist when you make your appointment.

## **Our staff**

### **Practice Manager**

Kellyann holds a Diploma of Practice Management. Please feel free to approach Kellyann if you have any comments regarding the practice, either positive or negative

### **Office Managers**

Grace & Karalee

Because of the size and complexity of our practice we have 2 fully trained managers to ensure that correct procedures are followed and patients always have a responsible staff member on hand for support. Grace has a Diploma in Management.

### **Support Staff**

The support staff of our practice continually upgrade their skills and attend staff training days, including first aid.

Support staff are available each weekday from 8am to 5:30pm

### **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.

### **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 Visits, Nursing Home Visits & Other Institutions**

The above services are available from the Doctors in this practice and prior arrangement should be made with the Doctor concerned.

### **Cancellations**

If you are unable to keep an appointment for any reason we would appreciate notification as soon as possible to allow re-allotment of that time. Any extended appointments which are confirmed but not attended may incur a non-attendance fee.

## **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 that 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.

## **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 difficulties are usually appointments that take a longer time so book a long appointment if you think you need this service

If you are not sure about your medications, bring them all in with you for your consultation Insurance medicals, well women's checks and men's health checks all require a long appointment and include a routine check with one of our nurses

If you think you need a physical examination, try to wear clothing that is easily removed

Write down your questions before you visit, but remember a single appointment time may not allow for multiple health problems

Tell your doctor *all* your health information; your doctor is here to help you

### **Our busy times**

Monday is our busiest day of the week. Patients who have been unwell over the weekend wait until Monday to be seen. We consider Monday (or Tuesday if we have been closed for a Public Holiday on the Monday) to be our priority day of the week. You can help us manage our day if you do not make routine appointments on those days. It is also a big help if you do not ring early on these mornings for routine appointments, prescriptions and enquiries. This way we can concentrate our efforts on those unwell patients who telephone early in need of urgent care. This also enables us to spend more time attending to your needs when you call, and you are not so rushed because we are too busy dealing with our early emergency phone calls.

### **Repeat prescriptions**

In order to monitor your health and fulfill our ethical and legal responsibilities, we require that you attend your doctor (or if your usual doctor is unavailable, one of the other doctors) in order to receive further prescriptions for your medications.

### **Test results**

Pathology and X-ray results are not routinely given out by Telephone. Please make an appointment to follow up your results unless specified by your doctor.

### **Recalls and reminders**

Our practice operates a recall system for Diabetic patients and Pap Smears. If you do not wish to be part of the recall system please discuss this with your doctor.

### **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. 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.

### **Patient Feedback**

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.

## **Men's Health**

All doctors at the practice provide routine prevention appointments for MEN. If this is of interest to you please ask the receptionist to book a ***Routine Men's Health Check*** for you.

## **Skin Cancer – spot the difference!**

Take the time to spot the difference.

Remember to check your skin regularly. See your doctor if you notice a freckle, mole or lump that is changing in size, shape or colour, or a sore that does not heal.

## **Are you a diabetic?**

Diabetes is a major cause of illness in our community. If it is over 6 months since you have been reviewed, you should consider making an appointment for a **Diabetic Review**.

## **Telehealth**

Our practice is now able to co-ordinate Telehealth services for all patients with a wide variety of specialists in both Melbourne and Adelaide. This means that you may not have to travel to access your specialist appointments outside of Mildura. Please speak to our reception staff or your doctor for more information regarding this service.

## **My Health Record**

My Health Record is a digital health record that can keep your important health information like any allergies, medical conditions, treatments and medicines all in one place online. If you would like more information about My Health Record, including how we can help you register, please speak to your GP or receptionist.

## **Communication Policy**

Our doctors believe that most issues are best dealt with in person. If you are unable to attend for an appointment and need to speak to a doctor please call our reception staff who will be able to assist you in the best way to communicate with your doctor.

## **Teaching Practice**

Mildura is one of the big growth areas in Victoria and service industries, such as Medicine, must grow. This practice is a teaching practice and we have medical students on a regular basis in the practice and patients have the option of students sitting in on their consultation.

Our doctors enjoy passing on their experience to the students. Our aim from this is to leave a lasting impression with students in the hope that they will consider moving to a country area when they have completed their studies. We appreciate also your assistance in making the students welcome when they are here.

All doctors in this clinic are committed to the care of their patients and maintaining their own family lifestyle, but the constant demands of medicine make it difficult to find a balance. They are also concerned with the future of family medicine in Mildura and for this reason we are actively involved with attracting new doctors. It is for this reason we regularly have new doctors.