

TEST RESULTS

Our doctors check results daily. Results will not be given out over the phone. Please make a follow-up appointment in 1 week to discuss all results.

INTERPRETER

An interpreter service can be accessed for your consultation:

Translating and Interpreting Service (TIS National) 131450

Please discuss this with reception prior to your appointment to arrange an interpreter.

CULTURAL BACKGROUND

We collect information on your cultural background to assist us with optimising your health management.

RECALL/REMINDERS

A computerised recall/reminder system is used for follow up of any medical conditions.

PATIENT FEEDBACK AND COMPLAINTS

We encourage your feedback at this practice, either verbally or in writing. If you think we can improve or you are pleased with the service you have been provided, please let us know.

We take complaints seriously and aim to resolve them quickly and fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). Their service is free, confidential and impartial. To lodge a complaint with the HCC:

- fill out a complaint form at hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm

AFTER HOURS & EMERGENCY CARE

IN AN EMERGENCY – DIAL 000

When we are closed and you require urgent after hours care, contact:

Capstone Medical Centre on 9868 2222 and follow the instructions.

The closest emergency departments are:

Private: Epworth Hospital

Address: 89 Bridge Rd, Richmond VIC 3121

Hours:

Open 24 hours

Emergency department: Open 24 hours

Phone: (03) 9426 6666

Public: Alfred Hospital

Address: 55 Commercial Rd, Melbourne VIC 3004

Hours:

Open 24 hours

Emergency department: Open 24 hours

Phone: (03) 9076 2000

UPDATING YOUR PERSONAL DETAILS

It's very important that you make us aware if your contact details change. Please update your contact details with our front desk team member.

Practice Information



216 City Road, Southbank 3006

Email: admin@capstonemed.com.au

Website: www.capstonemed.com.au

HOURS

Monday to Friday

9:00 am to 5:00 pm

Saturdays, Sundays & Public Holidays – CLOSED



Services

Our services include:

Women's Health
Men's Health
Children's Health
Mental Health Assessment
Psychological Assessment and Treatment
Antenatal Care
Family Planning
Nursing Home visits
Health Assessment and Care Plans
Immunisations – Child, Adult, Travel, Influenza and
Occupational Health
Travel Health
Minor Surgical Procedures
Chronic Disease Management
Diabetes Review
Skin Checks
Cryotherapy
Iron Infusions
4Cyte Pathology Collection

This is a brief description of our services, please discuss your needs with your GP.

HOME VISITS

Home Visits can be provided by mutual agreement between you and your GP. Patients who have concerns about their immediate health should call an ambulance for emergency treatment.

Our Team

GENERAL PRACTITIONERS

Dr Benyamin Mansoori

MD, FRACGP, FACAM

Dr Farnoush Nia

Member of the Royal Australian Collage of Obstetrician and Gynecologist
Diploma in Children's Health

Dr Hadi Jeiroodi

MD, FRACGP

Dr Luis Prado

MBBS FRACGP

PRACTICE NURSES

Maya and Bevin

ADMINISTRATION SUPPORT

Rosalie

Timothy

Beverley

Richa

ALLIED HEALTH PROFESSIONALS

Dr Anthony Mure

REFERRALS

Doctors in this practice are competent at handling common health problems. When necessary, you may be referred to a specialist for further investigations and opinions. You can discuss this with your doctor.

COMMUNICATING WITH US

Our Clinical Team is available during normal surgery hours for emergency advice. Our Team are experienced in deciding the appropriate response to any phone request. Non-urgent phone messages will be returned at a time that is allocated for the doctors to do so.

Practice Fees

We are a private General Practice and our current fees are displayed at our reception desk and on our website. These fees are updated annually.

General Medical appointments will be mixed bill except for all Children 15 years and under and patients who hold an Age, Disability Pension or DVA card. A discounted rate is available to all other government concession card holders.

We do not offer bulk billing

Treatment Room Services may incur a fee. All fees will be advised to the patient prior to services being rendered and are expected to be paid in full at the time of your appointment.

For your convenience you can make a claim directly to Medicare at the time of payment. Refunds are issued by Medicare directly via EFT using your Debit Card.

PATIENT PRIVACY

This practice is committed to maintaining the confidentiality of your personal health information. It is the policy of this practice to maintain security of

personal health information at all times and to ensure that this information is only available for authorised members of our team to comply with the *Privacy Act*.