

Dr Profiles

Dr Ilya Hubczenko - MBBS, FRACGP (Speaks Russian). *Special interests:* Asthma Education, management of aged care & minor surgery.

Dr Justin Dooland - MBBS DCH FRACGP. *Special Interests:* General Medicine, Emergency Medicine & Paediatrics.

Dr Claire Dobson - BMBS DCH FRACGP. *Special Interests:* General Medicine, Women's Health, Shared Care & Paediatrics.

Dr Mark Waksmundzki - MBBS, FRACGP. *Special interests:* Paediatrics.

Dr Jane Hii - MBBS, FRACGP. *Special Interests:* Paediatrics, Women's, Health & Obstetric Shared Care.

Dr Devi Agarwal - MBBS, MD, DipOG. *Special Interests:* Shared Care, Women's Health, Paediatrics & Minor Procedures (incl. Implanon insertion & removal).

Dr Michelle Gage - MBBS *Special Interests:* General Medicine & Women's Health.

Dr Philippa Harris - MBBS, FRACGP. *Special Interests:* General Medicine, Women's Health & Paediatrics.

Dr John Joseph - MBBS, FRACGP (Speaks Arabic). *Special Interests:* General Medicine, Diabetes, Men's Health & Minor Procedures (incl. Implanon insertion & removal & removal of small skin cancers)

Dr Richard Sherman - MBBS, MPM, FRACGP. *Special Interests:* Mental Health, Chronic Disease Management & Children's Health.

Dr Huy Dinh - MBBS, FRACGP, DIP. PALL. MED. *Special Interests:* Palliative Care & Paediatrics.

Dr John Pride –MBBS,FRACGP. *Special interests* : Diabetes, Family Medicine ,Men's Health and Mental Health

Dr Joseph Przybylko-MBBS. *Special interest:* Skin checks, Chronic Diseases, Minor Procedures, General Family Medicine.

Dr Nicolle Opray—MBBS. *Special Interests:* Women's Health and contraception including Implanon insertion and removal.



1 Longview Road, WINDSOR GARDENS SA 5087

Telephone: 08 8261 1822 Fax: 08 8369 2724

Website: www.wvmc.com.au

Hours: Monday - Friday 8am - 8pm

Saturday & Sunday 9am - 1pm

Public Holidays as advertised

Doctors in Association

Dr Justin Dooland

Dr Jane Hii

Dr Philippa Harris

Dr Huy Dinh

Dr Richard Sherman

Dr Ilya Hubczenko

Dr Mark Waksmundzki

Dr John Joseph

Dr Joseph Przybylko

Registrars
Dr Nicolle Opray

Dr Claire Dobson

Dr Devi Agarwal

Dr Michelle Gage

Dr John Pride



Our professional services comply with the AMA Code of Ethics & include the following:

- All aspects of family health care
- Nursing Home care
- Individual & family counseling
- Occupational health (rehabilitation prevention) including on-site visits
- Children's health including baby checks & immunisations
- Insurance & pre-employment medicals
- Pregnancy-shared care arrangement with your hospital of choice
- ECG (Electrocardiograph)
- Diet & weight reduction advice
- Women's health including menopause counseling & management
- Diabetic care & education, Asthma care & education
- Sexual difficulties & sexual health counseling
- Sports injuries & trauma management
- Services to the disabled
- Mental Health Services
- Minor surgery, suturing, removal of lesions & hormone implants
- Advice on alternative medicine
- Audio Testing (Hearing Services)
- Health Assessments & Care Plans & much more!

WELCOME TO THE WINDSOR VILLAGE MEDICAL CENTRE

Our aim is to provide the highest standard of family care in a friendly setting. We are committed to promoting good health & disease prevention for all patients. The Doctors in this practice have satisfied the training requirements of the Royal Australian College of General Practitioners. This means we have a commitment to general practice & to continuing medical education. This practice has attained full Accreditation. Our practice is fully computerized providing the benefits associated with state of the art medical software. All patient consultations & medical records are kept strictly confidential. If you wish to obtain your private health information please see our privacy policy brochure. All our instruments are sterilized on-site using our own autoclave. In an Emergency we have both oxygen & resuscitation equipment available.

APPOINTMENTS

[Can be done online, visit wvmc@wvmc.com.au](http://wvmc.com.au)

A standard consultation is 10-20 minutes in duration. Appointments should be booked in advance whenever possible. If you are making an appointment for a procedure or medical or would like a longer consultation, please let the Reception staff know, so that adequate time may be allowed for you. URGENT cases e.g. injury, serious acute illness, will be seen without an appointment but in order of medical priority & by negotiation between reception staff & Dr. If you are unable to attend your appointment please phone the practice so that we can offer the time to someone else. When arriving for your appointment please present yourself to the reception & also after your appointment to settle the account.

HOME VISITS

Home visits can be arranged but need to be discussed with your regular GP. However please come to the surgery wherever possible, as the surgery has a far broader range of facilities which obviously cannot be brought to every home. It is best to contact the surgery regarding home visits early on in the day to make organisation of the visit easier.

AFTER HOURS

There are 2 locum services in Adelaide who offer home visits after hours. Call the Doctor, Ph 1800 225584 or National Home Doctor Service Ph 13 74 25. Both surgeries are open for most public holidays and will notified in the surgery and through our website [wvmc@wvmc.com.au](http://wvmc.com.au)

COMMUNICATION

The Doctors will take phone calls relating to you or your family's health. If they are consulting at the time of the call, electronic communication will be forwarded to the relevant doctor & answered in a timely manner. Emergency calls will be accepted immediately. Please do not send health related information via email, as it is not secure and the mailbox is not monitored 24/7.

RESULTS

If you have recently had some tests performed, we ask that you call the Surgery to see if your Doctor would like to discuss the results. Results cannot be discussed over the phone; an appointment must be made. If the Doctor deems the results need to be discussed, the Surgery will contact you to make an appointment.

PRESCRIPTIONS, REFERRALS & CERTIFICATES

Please make an appointment before running out of medication. Repeat prescriptions without a consultation will only be issued at the doctor's discretion, bearing your best interests in mind. A \$5.00 fee is charged for a prescription. It is illegal to backdate referrals and medical certificates, so please make an appointment in advance for referrals & see the doctor on the day for medical certificates.

REMINDER SYSTEM

As we are committed to provide you with highest standard of medical care at times we may send you a reminder letter or SMS for a test or follow up that is due. If you do not want to be part of this Reminder system please let your Doctor know.

FEES

Windsor Village Medical Centre is not a bulk-billing practice. Department of Veteran Affairs, Concession cared Holders Pensioners and children under 16 years of age will be bulk-billed by most GPs. Scheduled rates are charged for Workcover and other Insurance consultations. Fees for Work related medicals, Commercial Drivers Licence and Travel Insurance are the responsibility of the patient as these items are not covered by Medicare. A fee is raised for all documents prepared for patients, requiring staff and doctor time. eg Letters to Housing Trust or other agencies. A minimum fee of \$40 will be charged for all procedures. All dressings will attract a \$16.00 fee.

PATIENT FEEDBACK

This practice endeavors to provide a comprehensive service of high standard for patients. Occasionally, we may invite you complete a questionnaire to identify areas that can improve that service. Please let us know if we are doing well, also if you have a complaint about any aspect of our care, we would like to hear about it. Please discuss any problems with the Dr. concerned or the Practice Manager. If your complaint cannot be handled by your GP the local Health and Community Complaints Commissioner can be contacted on 8226 8666

ALLIED HEALTH PROFESSIONALS WORKING IN THE PRACTICE

Aim Physiotherapy Occupational Health, Physiotherapy, Sports Injuries, Massage, Rehabilitation, Pilates & Hydrotherapy. Call 8266 3565 for an appointment

Rhianna Elborough - Consultant Dietitian for Nutrition advice & counselling. Appointments can be made at Windsor Village Reception.

Dr Neha Mahajan, Mr Ian Coats and Ms Marta Lohyn- Psychologists. Appointments can be made upon referral by your doctor.

Hearing Matters For Hearing Tests at Windsor Village ring 1300 731 710

Dr Michaela Baulderstone – Breastfeeding & Lactation Support, Kids Clinic & Focused Psychology via the Oakden Surgery ONLY. Call 8266 7788 for an appointment

Diabetes Education - RN Helen Potts – Insulin Education, Diabetes Clinic on Wednesday mornings at WV Medical Centre and afternoon at Oakden. Speak to your GP for more information.