



170 Normanby Street, Warragul 3820
PH: 03 5622 3377 FAX: 03 5623 6079
EMAIL: reception@centralclinic.com.au

61 Commercial Place, Drouin 3818
PH: 03 5625 5044 FAX: 03 5626 1655
EMAIL: receptiondrouin@centralclinic.com.au

PRACTICE INFORMATION SHEET

CLINIC HOURS

(W) Mon – Fri: 8am – 6pm
(D) Mon – Fri: 8:30am – 5pm

ACCESSIBILITY

Parking: Central Clinic Warragul has a dedicated car park with no time restrictions on parking duration. The clinic has disabled parking for patients who require it.

Wheelchair Accessibility: Central Clinic Warragul is completely wheelchair accessible.

Parking: Central Clinic Drouin Patients can use the 2h parking in the Woolworths car park in front of the clinic. There is a 5 minute drop-off zone in front of the clinic. There is disabled parking in front of the shops but not directly in front of the clinic.

Wheelchair Accessibility: Central Clinic Drouin is wheelchair accessible.

INTERPRETER SERVICE

Patients may use an interpreter service to assist with language difficulties. The Clinic does not encourage the use of family or friends to act as translators.

All doctors have access to the ATIS interpreter service. ATIS is an automated, immediate interpreting service for agency clients who need access to a phone interpreter.

Many of our staff are also multi-lingual.

PATHOLOGY

Pathology test can be performed by Melbourne Pathology.

Central Clinic: an on-site pathology centre is located within clinic. No appointment is required for pathology tests. On arrival, take a number at the front door of the pathology rooms.

OPENING HOURS:

WARRAGUL

Monday- Friday: 8:00am - 4:30pm
Saturday: 8:30am - 12:30pm

DROUIN

Monday – Friday: 8:30am – 1:00pm

CLINICAL TEAM

GENERAL PRACTITIONERS

Dr. Floarea Roman
Dr. Kethees Ketheeswaran
Dr. Richie Emmerson
Dr. Mano Ariyasinghe
Dr. Abofazl Pourhossein
Dr. Aloka Chatterjee
Dr. Alex Roman
Dr. Alex Shuen
Dr. Anushika Chandraratne
Dr. Aye Mya Thuzar
Dr. Chaminda Ulluwishewage
Dr. Fatima Momtaz
Dr. Geo Francis
Dr. Krunal Patel
Dr. Manju De Silva
Dr. Marya Saqib
Dr. Nadun Nakath Kiyanagedara
Dr. Praveena Balamurukan
Dr. Priscilla Stephen
Dr. Sanka Dias
Dr. Sri Chepuri
Dr. Syam Navuru
Dr. Syeda Zaidi
Dr. Vijay Senguttuvan

ALLIED HEALTH AND SPECIALIST

Mr. Phil Hunter
Ms. Elizabeth McCormack
Mr. Siva Ravindran

MAKING AN APPOINTMENT

Central Clinic is a mixed billing practice.

Excluding evenings (after 6pm) and weekends, bulk billing for consultations is available to pensioners, healthcare card holders and children under 16 years of age.

Your card needs to be sighted and updated before bulk billing will apply.

APPROPRIATE APPOINTMENT TYPES AND DURATION

We understand that your medical needs are as individual as you are. When booking appointments please advise reception with the type of booking so the correct length and type of appointment is made for you.

Need a longer consultation? Our team can help you book a longer appointment time with your medical practitioner for:

- Multiple issues to discuss
- A complex problem
- Surgical procedure
- Medical
- Vaccinations
- Immunisations
- Travel medicine
- Preventative healthcare (e.g. Diabetes or a chronic illness)
- Mental health
- Skin checks

We appreciate your time is valuable and if the doctors are running behind our friendly reception staff will do their best to advise you if there is an unforeseen delay. **Emergencies will always be given priority.**

If you are a walk in patient with a medical emergency, our team will initiate a triage process where a Practice

Nurse will see you and the first available Medical Practitioner when required.

We give priority to patients who have booked appointments over those who walk-in. If you are a non-urgent walk in patient, you will be offered the next available appointment time. If you prefer to wait to be seen, the duration may be longer than desired depending on availability. Please call us before you arrive to ensure you get an appointment time that suits you.

We understand that sometimes you may not be able to attend your appointment. Please let us know as early as possible to avoid any non-attendance fees.

TELEPHONE

Bookings can be made by calling Warragul reception on (03) 5622 3377 or Drouin reception on (03) 5625 5044.

ONLINE

HotDoc online bookings is available for both Drouin and Warragul sites.

- Online bookings are for standard consultations of 15 minutes only.
- Although you can view appointment availability, prior to making a booking you will need to register on the system.
- You will need your email address, Medicare card number and a mobile phone number to complete this registration.
- You can also register family members under your registration.

- Once you have registered and logged in to the system, you can choose appointments by date, time and by doctor up to two weeks in advance.
- A confirmation email will be sent to your registered email address. You must check for this confirmation to ensure your appointment is locked in.
- Online appointments can be cancelled by logging in and following the prompts, or by contacting reception staff.
- A minimum of three hours' notice is required for cancellations in order for the appointment to be offered to other patients.

FEES AND BILLING ARRANGEMENTS

Central Clinic Warragul is a Private billing Practice, Bulk Billing **may** be available for children, under 16, Pension or Concession card holders and Veterans' Affairs Gold **cardholders at the doctor's discretion.** Consultations are to be paid on the day. An extra \$10.00 will be added to all consultations if not paid on the day.

As of 1 November 2025, Central Clinic Drouin is proud to offer Bulk Billing.

Recent Medicare updates allow eligible standard consultations to be bulk billed with a valid Medicare card.

Please note that some appointment types and procedures are not covered by Medicare and may incur a fee. If you're unsure, our friendly reception team is happy to help.

SCRIPTS, REFERRALS AND RESULTS

Central Clinic requires appointments to be made for scripts, referrals and results either by a Telephone Consultation or a Face to Face Consultation.

The doctors at this practice **WILL NOT backdate** referrals to specialists.

Central Clinic now uses E-prescriptions. An electronic prescription is a prescription that is electronically generated and sent to your mobile phone. You can use an electronic prescription, in the same way as a paper prescription, to get medicines from your pharmacy.

DOCUMENT REPRINTING

Document Reprinting Fees

Your pathology request forms, etc. are important documents. The reprinting of documents such as misplaced pathology or radiology requests will incur a \$10.00 administration fee (not Medicare refundable). Please be advised that reprints may take up to 3 days to complete.

Please keep your original documents as given to you by the doctor.

Please remember to take your documents to pathology collection centre or imaging centre.

Why can't we just print off a copy of the documents?

Letters are stored within our clinical software unsigned.

Pathology requests and prescriptions are printed on proprietary forms. Only a GP can print on these forms.

Reprints take time. Interrupting a doctor's session for "urgent" reprints means delays for patients.

HOME VISITS & AFTER HOURS MEDICAL ATTENTION

Call **000** immediately and ask for an ambulance if your life or someone else's life is in danger.

The Clinic provides 24 hour care for patients through a roster of Doctors from this Practice. Please contact the Clinic on 03 5622 3377 for the Doctor on call.

For Afterhours emergencies you can call **0447 638 979** and speak to our Doctor on call. **Fees apply to after hour phone consultations**

HOME VISITS

Although the preference is for patients to attend the clinic, Doctors and other practice staff will make visits to regular patients of our practice where it is safe and reasonable. These visits may be to patients in their homes, residential aged care facility, residential care facility, or hospital both within and outside normal opening hours where such visits are deemed safe, and where the patients are acutely ill, immobile and elderly or have no means of transport to the practice. Please contact our practice on 56 22 33 77 for eligibility and fees.

If you or a loved one needs to see a doctor urgently (and it's not life-threatening), but your GP is closed, to request a booking for an afterhours doctor home visit, refer to below:

OTHER CONTACTS INCLUDE:

Nurse-on-Call on 1300 60 60 24

FOR URGENT MATTERS:

Call 000 for an Ambulance

BAW BAW PRIORITY PRIMARY CARE CENTRE

If you need urgent care and it's not an emergency. Baw Baw PPCC is opened from 8am to Midnight Monday to Friday at Central Clinic Warragul 170 Normanby Street, Warragul 3820 call 03 5642 6655.

For more information [Baw Baw PPCC - Central Clinic - Warragul and Drouin](#)

OTHER CONTACTS

Nurse on Call 1300 606 024

HeadtoHealth 1800 595 212

Beyond Blue 1800 512 348

MensLine 1300 789 978

KidsLine 1800 551 800

1800 Respect 1800 737 732

(National Sexual Assault, Domestic Family Violence Counselling Service)

HealthAccess 1800 272 767

PATIENT FEEDBACK

Central Clinic welcomes all feedback. If you have a problem, we would like to hear about it. We take your concerns and suggestions seriously and value any input you may wish to make.

We also have a feedback questionnaire form & mailbox for any comments located in the waiting area. Feel free to comment on any issues or feedback you think we may benefit from.

The questionnaire is voluntary, confidential and anonymous. Your answers cannot be linked to you in any way. Your care will not be affected by completing the questionnaire or if you change your mind and decide not to complete it.

If you are unhappy about any aspects of our service, complaints can be made verbally or in writing to the Operations Manager who will be more than happy to hear your feedback.

It is your opinion that is important to us.