



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

#### WARRAGUL

Mon – Fri: 8am – 6pm

#### DROUIN

Mon – Fri: 8:30am – 5pm

*\*Closed 1:00pm – 1.30pm.*

### 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.

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 Warragul and Drouin are completely 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 tests are available on site through Melbourne Pathology, with no appointment required. Upon arrival, please take a number at the entrance to 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. 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 Warragul 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.

As of 1 November 2025, Central Clinic Drouin is proud to offer Bulk Billing for patients who hold a 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.

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](tel:0356223377) or Drouin reception on [\(03\) 5625 5044](tel:0356255044).

## 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.

## EMAILS

### Email Communication Policy

To protect patient privacy and ensure secure communication, Central Clinic has implemented the following email policy:

### Outgoing Emails from the Clinic

All emails sent from Central Clinic that contain patient or clinic-related information will be password protected. If you receive a password-protected email and do not have the password, please contact the clinic directly and the password will be provided to you.

### Incoming Emails to the Clinic

If patients contact the clinic via email, please be advised that email communication is not monitored on a regular basis. Any urgent or health-related matters must be discussed by telephone with the practice.

### Email Security and Confidentiality

General Email communication does not use secure encryption. As a result, it is possible that messages sent via email could be accessed by a third party. For this reason, we strongly recommend that patients do not use email to send confidential, sensitive, or health-related information.

For clinical advice, urgent matters, or sensitive information, please contact the clinic by phone.

## 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](tel:0356223377) 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 10pm Monday to Friday at Central Clinic Warragul 170 Normanby Street, Warragul 3820 call 03 5642 6655.

## **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.