



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. Anantha Kollengode Lakshminarayan
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. Vijay Senguttuvan

ALLIED HEALTH AND SPECIALIST

Mr. Phil Hunter
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.**

WALK-IN APPOINTMENTS

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.

COMMUNICATION POLICY

We understand how important the trusted relationship you have with your Medical Practitioner is to you and your family. If there are reasons why you cannot attend our clinic to see your Medical Practitioner face-to-face, you may wish to call them.

It is important to note that Medical Practitioners are unable to accept calls whilst consulting, unless it is an emergency.

As you can appreciate doctors are busy attending to other patients and returning a phone calls in-between

appointments is not usually possible if they want to be on time for their next patient. If your call is deemed urgent, you will be put through to a nurse as a part of our triage service.

For all other matters of a non-urgent nature, our friendly reception team will notify your Medical Practitioner by internal electronic communication of your call so that the Medical Practitioner can advise of appropriate action to be taken. e.g. A return phone call from our Practice Nurse. Central Clinic aims to have all calls returned on the day received (unless your Medical Practitioner is not consulting that day). On some occasions, there could be a delay that is beyond our control due to unforeseen circumstances.

Patients please be advised that:

- email and SMS communication is not a substitute for a direct consultation with a doctor;
- email and SMS communication is not monitored in the same manner as telephone communication. Therefore, it may take up to 7 days to receive a response to a request;
- requests for prescriptions or referrals cannot be made by email or SMS. Such requests can only be made via a face to face or telehealth consultation with a doctor;
- if a matter is urgent, patients must telephone the practice to make an appointment

If patients contact the clinic via email, please be advised that communication via email is not monitored on a regular basis and any health related information needs to be discussed via a phone call to the practice.

General emails do NOT use secure encryption. Therefore, it is possible that any message you send us could theoretically be read by a third party. For this reason we strongly recommend you do not use email to provide us with confidential or sensitive information.

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.

YOUR PRIVACY

The provision of quality health care is our principal concern. This requires a doctor/patient relationship built on trust and confidentiality. Your doctor regards health information as confidential and will only collect this information with patient consent.

The Clinic manages all patient health information according to relevant State and Federal Legislation. Patients have the right to access their personal health information (medical record).

Your medical record is a confidential document. 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 to authorised members of staff. We abide by the 13 Australian Privacy Principles available at [Australian Privacy Principles | OAIC](https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us)

The Office of the Australian Information Commissioner (OAIC) is able to receive complaints concerning privacy issues.

<https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

Privacy hotline: 1300 363 992

Full copies of the Clinic Privacy Policy are available from the Practice Manager.

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.

TELEHEALTH AND TELEPHONE APPOINTMENTS

For all Telehealth or Telephone appointment bookings, please navigate to the HotDoc app and select "Telephone consult" or "Telehealth consult" appointment type, or book with our friendly Reception staff.

Phone Consults are available for existing patients only, We cannot conduct Telephone Consults for new patients (nor for any existing patients have not been to our clinic for a Face to Face consult in the past 12 months) under Medicare's rules.

It is recommended to keep your phone nearby, ensuring you have silent mode switched off, ready for your Telephone or Telehealth call from your Doctor. At times, your call may appear as a No Caller ID.

Following your appointment consultation, if you require documentation such as Medical Certificates or Referrals, we can email this directly to you. In order for Reception to forward your documents via email, consent is obtained from the patient and the patient is notified verbally of a password to access the requested document.

For more information, please go to the www.centralclinic.com.au/telephone-and-telehealth/

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 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.

MORE INFORMATION

For more information please visit

www.centralclinic.com.au