

## Practitioners

**Dr James Quinn** is a devoted doctor who has extensive experience in all aspects of General Practice. James has special interests in Children's health & Aged Care.

**Dr Reshmi Sheheli** started working for DCMC in 2022. Reshmi specialises in skin cancer detection & management & Cosmetic Injectables. She also has a keen interest in women's & children's health.

**Dr Christine Li** also started working for DCMC in 2022. Christine's special interests include chronic disease management, women's health & paediatrics. Christine is fluent in English & Mandarin.

**(Returning from maternity leave September 2023).**

**Dr Nathan Essay** joined DCMC in 2023. Nathan is experienced in emergency Medicine & Surgery, in particular Ears, Nose & Throat concerns. Nathan also has a keen interest in digital health & teaching.

**Dr Jennifer Xu** also joined DCMC in 2023. Jennifer completed her MBBS at Adelaide University, from there she entered the hospital setting. Jennifer is now excited to be at DCMC to provide services in General Practice.

## Privacy Policy

We respect your privacy and the confidentiality of your personal health information. DCMC follow the Royal Australian College of General Practitioners "Handbook for the management of health information in private practice" and the Australian Privacy Principles.

Our practice has a written policy on privacy of personal health information, a copy of which is available at reception.

## Feedback & Complaints

We encourage you to let us know how you feel about any aspect of care received at this practice. Please speak to our Practice Manager about any issues related to the service provided by a member of our team or any of the Doctors'. Patients wishing to make a complaint about any health service in Victoria can contact:

## Health Services Commissioner

Complaints & Information

**Phone:** (61 3) 8601 5200

**Toll Free:** 1800 136 066

**E-mail:** hsc@health.vic.gov.au

**Mail:** Health Services Commissioner,  
30th Floor, 570 Bourke St, Melbourne, 3000

Care of patients  
is our prime  
concern.



**DIAMOND CREEK MEDICAL CENTRE  
(DCMC)**

**Address:** 82 Main Hurstbridge  
Road, Diamond Creek, VIC 3089

**Phone:** 9438-1911

**Fax:** 9438-5557

**Website:** [www.dcmc.com.au](http://www.dcmc.com.au)

## Opening Hours:

Monday – Thursday: 8am - 7pm

Friday: 8am - 6pm

Saturday: 9am - 12pm



### Telephone/Email contact

When a telephone conversation with a doctor is required by a patient, reception will take the request to the Doctor who will call back at their earliest convenience.

Please speak to reception if you require a translating or interpreting service for your appointment. DCMC does not communicate via email at this time due to security and privacy risks.

### Results

All results from pathology, radiology or specialist reports are discussed with the doctor at an appointment unless otherwise arranged with the doctor. Reception staff are unable to give results.

### Reminder System: HOTDOC

This practice participates in an active recall and reminder program for preventive health issues as well as giving information to state and national health registers (immunisation/pap smear). If you do not wish to receive a reminder or have our information shared for this purpose please inform our staff.

### After Hours Care

We use a locum service for After Hours home visits the phone number is 132660

### Home Visits

Home Visits are sometimes available to patients unable to attend the Medical Centre because of their medical condition. We suggest that bookings are made early.

### Walk in Appointments

DCMC will endeavour to accommodate walk in appointments whenever possible. However, it is best to prearrange all appointments.

### Long appointments available

### Patients Health Information

Our Medical Practice is fully electronic; all of the Doctors have access to your current medical history. This is useful if you are unable to see your regular doctor. Please speak to your doctor or Reception if you would like to have a "My Health Record" created. This enables you and other health professionals to view your record with your permission. This can be helpful if you require medical attention outside this practice.

### My Health Record

DCMC participates in the MyHealthRecord program. If you would like to opt out of this program, please speak to Reception.

### Other Services

Psychiatrist, Podiatrist, Physiotherapist. Skin check, Iron Infusion, Vaccinations, Travel advice, Cosmetic medicine, Pathology.

### Fees Policy

The Diamond Creek Medical Centre is a private billing practice.

We are linked to Medicare & can process your Medicare rebate within 24 hours if you have registered your bank account details with Medicare.

(Your out-of-pocket expense is the GAP)

Payment is requested directly after your consultation. If you are unable to make payment at this time, please advise the Doctor in your consultation.

**Standard Consultation** - \$89.75 (GAP \$48.55)

**Long Consultation** - \$126.95 (GAP \$47.25)

**Phone Consultation** - \$79.45 (GAP \$38.55)

Reduced fees are given to pensioner card holders & health care card holders.

All pensioners over the age of 75yrs & children under the age of 16yrs are bulk billed, except on Saturdays.

Please note: we will not discriminate against patients experiencing financial hardship.