

**Doctors:**

Dr. Santino Bronchinetti  
Dr. Niresh Madhanpall  
Dr. Golam Mostafa  
Dr. Ravin Sadhai  
Dr. Siva Sooknandan  
Dr. Paul Williams  
Dr. Red Akram  
Dr. Om Naidu  
Dr. Jessica Tint (F)  
Dr. Noor Zannat (F)  
Dr. Diana Yannas (F)

**Dietitian:**

Ellen Moran

**Nurses:**

Katie, Staci, Mark, Leanne, & Emma are our Practice Nurses.

In addition, we are an Australian Clinical Labs Pathology Collection Site.

**Practice Manager:**

Jenni Murphy

**Office Manager:**

Robyn Nugent

**Senior Administration:**

Katie Bielecki

**Receptionists:**

Karen C, Josephine, Eve, Jo-Anne, Denise, Karla, Charlotte, Felicity, Kanaisha, Naomi, Megan, Nicholas, Sarah, Chelsea, Sophie and Laura.



**Bacchus Marsh Medical Centre**

Turner Street (P.O. Box 84)  
Bacchus Marsh, VIC 3340  
Phone 03 5367 3333  
Fax 03 5367 6971

**Darley Medical Centre**

147 Gisborne Road (P.O. Box 84)  
Darley, VIC 3340  
Phone 03 5367 5000  
Fax 03 5367 7510

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**INFORMATION FOR PATIENTS**

***Bacchus Marsh  
Medical Centre***

www.bmmc.com.au

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**Turner Street:**

Monday – Friday	8:00am - 8:00pm
Saturday	8:00am – 5:00pm
Sunday	9:00am – 1:00pm
Public Holidays	9:00am – 1:00pm

**Darley:**

Monday – Friday	8:30am – 5.00pm
Saturday & Sunday	Closed

**Appointments:**

Please phone 5367 3333 for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organize this for you. Please let us know when you make the appointment.

**Services Available:**

- General family medicine
- Check ups, medical examinations
- Family planning
- Pap smears
- Pregnancy Tests
- Antenatal care
- Obstetrics
- ECG: Heart check
- Counselling
- Vaccination: children and travel
- Blood tests/pathology
- Minor surgery: stitching cuts, removing moles, skin cancers
- Liquid nitrogen “freezing” therapy for sunspots and warts
- Acupuncture
- Weight control, nutrition advice
- Treatment of fractures

**Fees:**

Fees are payable at the time of consultation by cash, MasterCard or Visa. The GP's at this practice bulk bill pensioners and Health Care Card holders. Please enquire at reception for details of fees charged by the doctors of this practice. If you have any difficulty in paying our fees, please discuss it with us before your appointment.

**After-Hours Care:**

If you require care outside of normal opening hours, please proceed to the Bacchus Marsh Hospital, Urgent Care Department, Clarinda Street, Bacchus Marsh Or phone 03 5367 9195

**Home and other visits:**

Home visits are available for regular patients of this practice whose condition prevents them from attending the clinic; this is at the doctor's discretion.

**Telephone Access:**

Doctors in this practice are happy to speak to you over the phone when necessary. If the call is not urgent, the doctor will return the call at the end of the session. Emergency phone calls will be transferred to the doctor immediately.

**Smoking Policy:**

This practice has a no smoking policy.

**Reminder & Recall System:**

This practice offers a reminder and recall system for preventative activities such as Pap Smears, Cholesterol tests and blood pressure checks. Please ask your doctor or the receptionist for more information and enrolment.

**Personal Health Information:**

This practice abides by the Health Records Act 2001. The Act covers collection, handling and disposal of personal health information, and patient right of access to their medical record. If you would like to know more please ask your doctor or the receptionist.

**National Privacy Principals:**

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.

**Patient Feedback:**

We value your opinion on the facilities and services our practice offers. Feedback may be given by using the suggestion box at reception, or by speaking or writing to your doctor. Alternatively you may wish to contact:

**Health Complaints Commissioner**  
**Level 26, 570 Bourke Street**  
**Melbourne 3000**  
**Telephone 1300 582 113**  
**<https://hcc.vic.gov.au/make-complaint>**