



1 Parklands Avenue, Chirnside Park, VIC 3116
Ph: (03) 97266290 Fax: (03) 97266967
Email: admin@chirnsideparkfc.com.au
Website: www.cpfamilyclinic.com.au/

PRACTICE INFORMATION SHEET

CONSULTATION HOURS

Mon, Tues, Wed, Thurs, Fri: 9am-5pm

CAR PARK

All day parking available in the clinic carpark.

ACCESS

Chirnside Park Family Clinic is located on 1 Parklands Avenue. Wheelchair access is located at the main entrance via the ramp.

CLINICAL TEAM

Dr. Farzin Torabi – Principal GP
M.D, AMC (grad), FRACGP

Is a fellow of the Royal Australian College of General Practitioners. He has over 10 years' experience in General practice and Emergency medicine and over 6 years in general practice in Australia. Dr Torabi's special interests include Chronic Disease Management, Skin Care, biopsy, and skin lesions excisions, children's health and aged care. Dr Torabi speaks English, Persian, Azerbaijani and Turkish.

Dr. Stephen Lim - FRACGP

Is a fellow of the Royal Australian College of General Practitioners. His experience includes medical graduation in the Philippines in 1981, and over 15 years of medical experience in Australia. His special interests include Workcover (TAC), excisions of skin lesions, chronic

disease management, children's health, minor surgeries, aged care, mental health and anxiety, and vaccinations. Dr Lim speaks English, Mandarin, Tagalog and Hokkien.

Dr. Yeganeh Shafiei - FRACGP

Is a fellow of the Royal Australian College of General Practitioners who graduated from Medical School in Iran in 2006. She has over 10 years of experience as a general practitioner in Iran and Australia. Her special interests include chronic disease management, gynaecology, children's health and acupuncture. Dr Shafiei speaks English and Persian.

Dr Bill Bing Xie - FRACGP

Is a fellow of Royal Australian College of General Practitioners with over 15 years of experience. He has special qualifications in emergency medicine and procedures. His special interests are skin checks, minor surgeries, men's health and emergency procedures. Dr Xie speaks English and Mandarin.

Dr. Shadab Nasr Esfahany - FRACGP

Is a fellow of Royal Australian College of General Practitioners who graduated from Isfahan University of Medical Science in 2009. Her special interests include women's health, skin conditions, chronic disease management, mental health, and Iron Infusions. Dr Esfahany speaks English and Persian.

Dr. Suian Lu

Graduated from Guangzhou University of TCM in 2003 and has spent over 15 years in healthcare. He specialises in general medicine, men's health, women's health, and all aspects of general practice. Dr Lu speaks English, Mandarin and Cantonese.

Dr. Mohamed Javid - FRACGP

Is a fellow of Royal Australian College of General Practitioners. He has areas of interest in chronic disease management and minor surgery. He has completed a Certificate of Dermoscopy and is currently completing a Certificate of Skin Cancer Medicine with the Skin Cancer College Australasia. Dr Javid speaks English.

SERVICES WE OFFER

Children's Immunisations
Travel Vaccinations
Chronic Disease Management
Women's and Men's Health
Health Assessments
Children's Health
Minor On-site procedure
Workcover and TAC
Indigenous Australian Health
Family Medicine

PRACTICE MANAGER

Jaya Templeton

RECEPTION/ADMIN TEAM

Angel Johnston
Alana Stone
Christine Bailey

APPOINTMENTS

Appointments can be made via telephone or online through our website. Emergencies will always be given priority. If experiencing an emergency, please ensure you give all details to our reception staff, so we can ensure we get you in as soon as possible. Longer consultations are available, please advise the reception staff if you require extra time. Walk ins will be allocated the first available consultation and will usually be required to wait.



Chirnside Park Family Clinic

AFTER HOURS AND EMERGENCY CARE

If you require a doctor outside of our operating hours you can call National Home Doctor Service on 13 74 25 (13 SICK). If there is an emergency, please call 000.

FEES AND BILLING ARRANGEMENTS

Standard GP Consultations for patient who hold a Medicare card will be bulk billed. Fees will apply for patients who don't hold a Medicare card. Fees may apply for any paperwork/procedures that is not covered by Medicare.

COMMUNICATION/TELEPHONE POLICY

If you require to speak with the doctor our reception staff will ask you briefly what the call is about to determine if the doctor should be interrupted during a consultation, or an internal message left. Best Practice software allows us to send secure internal messages to the doctor while linking the patient to the subject and query. If an internal message is left the doctor will get back to you as soon as they're available.

ELECTRONIC COMMUNICATION

Electronic communication is available through our email address admin@chirnsideparkfc.com.au. Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on (03) 9726 6290 or via our online booking system available on our website www.cpfamilyclinic.com.au.

TEST RESULTS

If you have been referred for a test, please ensure you book a follow up appointment to receive your results 3 days after you test has been done.

COMPLAINTS PROCESS

If you would like to put in a complaint you can write a letter to the manager or you can send through an email. If your complaint is urgent, you can call and request to speak to the manager, if she is unavailable, she will give you a call back within 24 Hours.

PATIENT FEEDBACK

Please speak to a member of our administrative staff if you have any suggestions or are unhappy with the service you have received. Alternatively, you can contact the Victorian Complaints commissioner or Australian Health Practitioner Regulation Agency on 1300 419 495.

MANAGEMENT OF PATIENT HEALTH INFORMATION

Our practice is committed to maintain the confidentiality of your health information. For more details, please ask to see our privacy policy.

PATIENTS WHO REQUIRE COMMUNICATION SERVICES

Patients who require communication assistance are asked to let the reception staff know when making the appointment to ensure this can be arranged for you via Auslan Services or the National Translating or Interpreting Service.