

### About Us / Mission

Eastlink Family Medical is a family owned General Practice and Allied Health Service. Our service is new to the community of Wantirna and surrounding suburbs. Our mission is to work together with you, as our patient, to try and achieve your individual health goals and promotion, while always aiming to utilise best practice guidelines.

#### Address

303 Mountain Highway, Wantirna, VIC, 3152

#### Website

[www.eastlinkfamilymedical.com.au](http://www.eastlinkfamilymedical.com.au)

#### Opening Hours

Monday - Friday      9am to 5:30pm  
Saturday              9am to 12:30pm

#### Contact Us

03 9088 8822

### How to get Here

Please note that you can only access our carpark from a slip-lane that comes off Boronia Road. You can enter **679 Boronia Road** into your **Navigation** that will take you to the entrance of the slip-lane, which you can follow the "Medical Centre Parking" signage to our undercover parking.

### Medical Emergencies

If you are experiencing a medical emergency, please dial 000 for an ambulance.

### Our Services

#### General Practice

- General Health Checks
- Health Assessments
- GP Management Plans
- Mental Health
- Immunisation
- Travel Advice
- Skin Checks
- Driver's License Medicals
- Asthma & Allergy Clinic

#### Allied Health

- Hearing Services
- Physiotherapy

### General Practitioners

**Dr Wesley Ko**  
General Practice  
FRACGP, MBBS, DCH, BBiomedSc

**Dr Jason Tang**  
General Practice  
FRACGP, MBBS, B PHARM, DCH

**Dr Heshani Mendis**  
General Practice  
FRACGP, MD

**Alexandra Romete**  
General Practice  
FRACGP

**Dr Aksaran Thayaparan**  
GP Registrar

**Dr Brynn McKenzie**  
GP Registrar

**Dr Deshani Mendis**  
GP Registrar

**Billing**

As a clinic, our goal is to provide you with a personable experience. Your time is important to us and therefore we have designed our booking system to minimise wait times as much as possible. We also do not want you to feel rushed in appointments, therefore we are a mixed billing practice. This means there will be a gap fee over the Medicare rebate to be paid on the day of your appointment. If you have any questions regarding our billing policy, please speak to one of our reception staff.

**Results**

We understand that your time is valuable. However, we also understand the importance of ensuring that results are properly communicated to patients in a thorough manner. Hence, no results will be provided by reception staff over the phone, or by mail, and thus our Health Professionals will discuss them with you during a follow-up consultation.

**Management of your Health Information**

Your medical record is a confidential document. It is a 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. A copy of our privacy policy is available on request from our reception staff.

**Interpreter Services**

Patients are encouraged to use the free Translating and Interpreting Service. This free service is available 24 hours a day via telephone on 131 450.

Further information about this is available at <https://www.tisnational.gov.au>.

A free AUSLAN service for patients who are deaf is also available via telephone on 1800 246 945. For further information you can visit their website [www.nabs.org.au](http://www.nabs.org.au).

**After Hours Care**

DoctorDoctor: 132 660

**DoctorDoctor** provides Medical Deputising Services to General Practice and provides community access to bulk billed in home after hours medical care, including telehealth consultations, for unexpected illness.

**Telephone Communication**

Any discussions needed with the doctor are best to be had during a consultation. In the case where urgent advice is needed you may contact the practice during normal opening hours and speak to our receptionists. They will triage your call and if urgent put through to the Doctor or take a detailed message and forward this to the doctor as soon as possible.

**Providing Patient Feedback**

At Eastlink Family Medical, it is important to us that we continually improve the way we deliver our services. If you are unhappy with any aspect of the services we provide or feel your rights are not supported, we would appreciate your feedback. Your doctor or the receptionists on duty are available to discuss any problems you may have. Alternatively, we have Feedback forms available in the waiting room that you can complete and submit with our reception staff or anonymously submit in our Feedback box in the waiting room. We take all feedback seriously and will work with you to solve any issues that you are experiencing.

Should you wish to take any complaints further you can contact:

Health Care Complaints Commission at

Victorian Health Services Commissioner Level 30, 570 Bourke Street Melbourne, VIC 3000

Tel: 03 8601 5222      Regional Free Call number: 1800 136 066