



Practitioners:

Dr Lindsey Hyde.. Available Tuesday, Wednesday, Friday

Special interests include shared obstetric care, paediatrics, immunisation, geriatrics, Indigenous care. She is a surveyor for General Practice accreditation

Dr Philomena Yui. Available Monday, Wednesday and Friday.

Special interests include paediatrics, geriatrics

Dr Lyndall Cowley. Available Monday, Tuesday, Thursday, Friday

Special interests include all aspects of family medicine, especially children's and women's health and family planning. She also practices travel medicine, Implanon insertion and removal and minor procedures.

Dr Eileen Yap. Available Monday morning, Thursday

Special interests include preventative medicine, wellness and general medicine. She practices Implanon insertion and removals.

Registrars:

We participate in the MCCC registrar training program. Registrars are fully qualified doctors who are undergoing specialist training towards their fellowship with the Royal Australian College of General Practitioners. Registrars usually spend six months with us as part of their specialist program.

Practice Managers:

Michael and Lisa are the first people to contact with any non-medical queries about the practice on 8470 5888 or email admin@reservoirmedical.com.au

Hours:

Monday - Friday: 08:00 - 12:30, 13:00 - 18:00

We are closed between 12:30 and 13:00 for cleaning the clinic

Saturday: 09:00 - 12:00

We are closed on Sundays and public holidays

These times may vary at short notice, depending on doctor availability.

Out of hours please call our locum service on 137 425 or Nurse on Call on 1800 606024.

In a medical emergency please call 000

Appointments:

We operate by appointment. Please call us to arrange your appointment or use our online booking page. Standard appointments are 10 minutes. If you require a longer time please let us know when you book your appointment.

Walkins are given the next available appointment. This may not be with your preferred doctor or on the same day. Emergencies will be triaged by our nurses.

Home visits may be arranged at the doctor's discretion in the Reservoir, Preston and Kingsbury areas. Please be aware that home visits are time consuming and often medical care can better be given at the clinic. Please also be aware that your preferred doctor may not be available for a home visit. Please call us before 10:00 to arrange a home visit. Home visits will be triaged by our nurses. If your home visit relates to an emergency, please call 000.

Fees:

Standard consultation: \$70

Long consultation: \$105

Saturday consultation: \$

We bulk bill children under 16 and holders of healthcare, pension and DVA concession cards. We are unable to bulk bill patients who do not hold Medicare cards.

Prescriptions and Referrals:

Will be issued during your consultation. Reprints issued outside of your consultation may attract a fee of up to \$10.00

Results and Reminders:

Clinically significant tests and results will be followed up with you by the referring doctor. We have a reminder system for regular procedures including health assessments, care plans, blood tests etc.

Telephone and Email Enquiries:

If you wish to speak directly with your doctor, please arrange a Telehealth consultation.

Please be aware that we cannot discuss patients with other people, including close family members, without the patient's consent.

In some circumstances, your telephone call may be referred to one of our nurses who are happy to help with your medical enquiries.

Our email facility is not monitored regularly through the day and is not suitable for clinical or urgent matters.

Additional Services:

In addition to our medical and nursing services, we also host pathology, podiatry, physiotherapy, psychology, mental health and diabetes education. For more information, please speak to our receptionists.

Practice Policy:

We believe in the strict confidentiality of all consultations and medical records. We maintain personal health information in a secure environment and only authorised members of staff have access.

Practice Feedback:

We welcome all suggestions. If you encounter any problems please discuss them with our practice managers. Suggestions and problems are discussed at our regular meetings and the result of these discussions will be conveyed to you.

If you have a problem which you feel has not been resolved, you may contact the Health Complaints Commissioner at 26/570 Bourke Street, Melbourne or by telephone on 1300 582 113

About us:

We are a traditional family practice and have been serving the health needs of the local community since 1960. We are committed to family and community care. Our doctors are all vocationally registered or preparing for registration. We have a strong commitment to the education of ourselves, our patients and community and to future doctors and nurses.