

## Privacy

We are committed to safeguarding the privacy of your personal information in accordance with the Privacy Act and other relevant legislation. Your information is only available to authorised personnel and we will always seek your consent before disclosing it to any third party. The full copy of our privacy policy is available at the reception. If you have any concerns about the confidentiality of your health information, please do not hesitate to share them with your Doctor or our Reception Staff.

## Cultural Heritage and Ethnicity

We encourage patients to tell their doctor if they identify with a particular cultural heritage, ethnicity or religion, so that they can be given the most appropriate care for their needs.

## Interpreting Services

Our health practitioners are able to book an interpreter for an appointment if required. This ensures that the quality of communication is the best. Please call ahead to make an appointment and state your requirement for an interpreter.

## Patient Rights

If you are not happy with the care you have been given or if your visit to our practice has been unsatisfactory in any way, we encourage you to discuss this with your doctor or reception staff. If you would like to provide anonymous feedback, this can be done by completing a feedback form and placing it into the Feedback Box located at reception.

Complaints can also be made to:

NSW Health Care Complaints Commission

1800 043 159 (Toll Free)

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## History

'**Montrose**' was the name first given to the building constructed in the years 1867-1869. Neighbouring properties included The Glebe Hotel, now Badde Manors, built in 1864, and the house next door, 22 Glebe Point Rd, built in the 1860s. A large frangipani tree in our courtyard is thought to have been planted in the late 19th century when Montrose was first established.

Since 1899 Montrose has almost continuously been used as a surgery and doctor's residence. Drs Arthur and William West were followed by the Potts family, a father-and-son duo who practised here for almost seventy years. From 1920 till the 1940s, Dr Potts visited his patients in a horse-drawn buggy, which was kept in a stable at the back of the building.

In 2008, restoration of the heritage building was commenced. After twenty months of heritage analysis and conservation work, the elegance of Montrose once again makes a handsome contribution to the streetscape of Glebe Point Road. A heritage award confirms the success of the restoration.

In 2014 extensions were undertaken, with the distinctive architecture combining modern and classic elements. The new space provides extra rooms for GP consultations and the Montrose Allied Health Clinic found on the first floor.



Montrose Medical Practice is a private billing medical practice in Glebe providing comprehensive general practice services to all age groups. Founded in 2009, our vision is to provide you and your family with quality health care, with an emphasis on preventive medicine.

### Montrose Medical Practice

20 Glebe Point Road Glebe NSW 2037  
ph. 02 9660 6788 fax. 02 8065 7866

### Opening hours:

Monday-Friday 9am-7pm  
Saturday-Sunday 9am-1pm

### Onsite DHM Pathology:

Monday-Friday 9am-2pm  
Saturday 9am-12pm

### Book Appointments Online:

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

For emergencies, please call 000.  
Otherwise our contracted locum after-hours medical service can be reached on 13 74 25.

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## Appointments

Appointments can be booked online or by calling us on 02 9660 6788. **A brief appointment with a GP is 15 minutes.** If you require a longer appointment please let us know when booking on the phone. Longer GP appointments may include Mental Health Care Plans, Procedures or Vaccinations. Emergencies will always be given priority, which may mean that your appointment may be delayed. Reception staff will inform you if this is the case.

## Canceling an Appointment

Please call to advise the reception team or reply to your reminder SMS to cancel/change an appointment. Cancellation of GP appointments within 3 hours of the appointment time will be subject to a late cancellation fee. Cancellations of allied health appointments differ. You may find more details on our website.

## Fees

Montrose is a private billing practice. Discounted rate will apply to all children under the age of 16, full time students, pension card and concession card holders on weekdays. Full fees apply to all appointments on the weekends. Allied health service fees differ based on practitioners. Payment is required at the time of consultation.

## Test Results

All results are strictly confidential and will not be given to patients over the phone through reception staff. The doctor will advise you as to when you may expect your results. All urgent results will be followed up with the patient directly.

## Recall system

We use SMS, phone or email to issue medical reminders for the best preventive healthcare. If you do not wish to be a part of this system,

## Scripts and Referrals Request

Repeat prescriptions and/or referral renewals can be made via our online booking system. Please allow at least 48 hours for processing. A \$25 fee is required to be paid prior. If you have not seen your GP in the last 3 months, an appointment will be required to renew your script/referral.

## Phone Access to your Doctor

A short non-urgent message relating to your previous/following consultation can be taken down at reception and conveyed to the GP.

## Email Correspondence

We do not take clinical requests and bookings via email. Please book in a consultation with your GP to discuss your healthcare. We only contact patients via email with your consent.

## Practice Doctors

**Dr Hunter Tuon** MBBS (USyd) FRACGP

**Dr Dileni Fernando** B. Med (Newc) FRACGP FPA cert

**Dr Heather Whitson** MBBS Hons FRACGP DipRACOG Dip Pall Med (Clinical)

**Dr Rebecca Chan** MBBS, BMedSci, GDipGenetCouns, DCH, FPAA Nat Cert

**Dr Catherine Choi** BA LLB (Hons) MBBS (USyd) FRACGP DCH FPA Cert Cert Skin Ca Med

**Dr Rams Chandrabalan** MBBS BOptom (Hons) BSc DCH FRACGP

**Dr Phoebe Lovett** B.Clin Sci MBBS FRACGP

**Dr Jenny Thai** Bsc (Med) MBBS FRACGP DCH

**Dr Amelia Bott** MD Bec

**Dr Roger Chang** BMed/MD (UNSW) FRACGP CertEM (ACEM) SCHP ClinDipPalMed

**Dr Akshay Flora** MD MMed (Paeds) MRes (Derm) BMedSci

## Allied Health Services

Montrose's allied health group are located in the distinctive new building through a beautiful courtyard. Please arrive 15 minutes early to complete new patient registration at reception before your appointment.

## Clinical Psychologists

**Thea Hamieh** MClIn Neuro BSc MAPS

**Shirley Chen** BPsych(Hons) PhD ClinPsych/MSc

## Psychologists

**Natalie Wong** BABSc (Psych) PGDipPsych AssocMAPS

**Jase Dimos**

## Podiatrist

**Declan O'Connor** B.Pod., M.A.Pod.A., M.AAPSM, M.SMA

## Physiotherapists

**Shane Kertanegara** BAppSc (Phy)(Hons)

**Emily Leys** BApp Sci (Phy)

**Rowan Evans** BHsc MPhty GDipSptsPhy

## Massage Therapist

**Max Visca** BHSc TCM (UTS) Dip Rem M (ACNT)

## Acupuncturist

**Caroline Chen** BHlthSc TCM (UTS) BMedSc (UNSW) MHlthComm (USYD) PDip T&I (MQU)

## Practice Nurses

**Marwah Armanazi | Sherine Indraputri | Samantha Jones**

## Pathology

We have a Douglass Hanly Moir Collection Centre on site Mon-Fri 9am to 2pm and Sat 9am to 12pm. No appointment is required, unless you are required to book in a Glucose Tolerance Test.