Privacy

We are committed to protecting your privacy in accordance with the Privacy Act and relevant legislation. With your consent, we may use an AI scribe to assist with clinical notes, allowing more time to focus on your care. You may withdraw consent at any time without affecting your care. Your information is accessible only to authorised personnel and will not be disclosed without your consent unless permitted or required by law. Our Privacy Policy is available at reception. Please speak with your doctor or reception team if you have any privacy concerns.

Cultural Heritage and Ethnicity

We encourage you to share your cultural, ethnic or religious background with your doctor so we can provide respectful, culturally sensitive care tailored to your needs.

Interpreting Services

Our practitioners can arrange an interpreter to support clear and effective communication during your consultation. Please let our reception team know when booking if you require this service.

Patient Rights

We value your feedback and encourage you to discuss any concerns with your doctor or practice team. If your concerns remain unresolved or you prefer to remain anonymous, you may complete a feedback form and place it in the Feedback Box at reception.

Complaints can also be made to:
NSW Health Care Complaints Commission
1800 043 159 (Toll Free)
Email: hccc@hccc.nsw.gov.au

Please note our practice has a no smoking policy

History

Nestled in the heart of Glebe, Montrose Medical Practice is proud to combine the area's rich history and cultural heritage with modern healthcare facilities, providing compassionate, personalised care to our community.

The name **'Montrose'** was first given to the building constructed between 1867 and 1869. Our beautiful courtyard features a large frangipani tree believed to have been planted in the late 19th century.

Since 1899, Montrose has served almost continuously as a medical surgery and doctor's residence. Drs Arthur and William West were followed by the Potts family, a father-and-son duo who cared for the local community for almost seventy years. From the 1920s to the 1940s, Dr Potts visited his patients in a horse-drawn buggy, kept in a stable behind the building.

In 2008, an extensive twenty-month heritage restoration brought Montrose back to its former elegance, earning a heritage award. Further extensions in 2014 thoughtfully integrated contemporary architecture with the building's historic character, providing additional GP consultation rooms and a dedicated Allied Health Clinic.

Today, Montrose continues its longstanding tradition of caring for generations of families, embracing cultural diversity and delivering high-quality healthcare in a warm, welcoming and inclusive environment in the community.

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Montrose
Medical Practice



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.

GP consultations available in: English, French, Mandarin, Korean, Spanish and Japanese

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

Book Appointments Online:
www.montrosemedical.com.au

For medical emergencies, always call **000**. For non-emergency medical care outside our opening hours, please contact our contracted after-hours medical service on **13 74 25**.


AGPAL
Proudly AGPAL
Accredited
Our commitment to
your safety and care

Appointments
All appointments can be booked online or by calling us on 02 9660 6788. **Brief GP appointments (15 minutes) are suitable for a single medical concern.** Longer GP appointments (30 minutes) are recommended for multiple medical concerns, Mental Health Care Plans, all procedures or childhood 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.

Cancelling an Appointment
To cancel or reschedule your appointment, please contact reception or reply to your appointment reminder SMS. GP appointments cancelled within 3 hours of the scheduled time will incur a late cancellation fee. Allied health cancellation policies vary, with further details available on our website.

Fees
Montrose is a private billing practice. Discounted fees apply on weekdays to children under 16, full-time students, pension and concession card holders. Full fees apply on weekends. Allied health fees vary by practitioner. Payment is required at the time of consultation. Any outstanding accounts must be settled before further appointments can be booked.

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 to support your preventive healthcare. If you do not wish to be a part of this system, please discuss alternative arrangements with your doctor.

Scripts and Referrals Request
Repeat prescriptions and referral renewals can be requested through our online booking system. A $30 fee is payable in advance. Please allow 2–3 business days for processing. If you have not seen your GP within the past 3 months, a consultation will be required.

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

Dr Ariel Arthur *MBBS (USyd) PhD Medicine (USyd) BSc Hons (USyd) FRACGP*

Dr Remi Banuelos *BMedMD DRANZCOG FPAA Cert FRACGP*

Psychiatrists - Dr. Peter Xie

Infectious Disease Physician - Dr Ria Ko

Obstetrician and Gynaecologist- Dr Sameer Mathur

Allied Health Services

Montrose's allied health team is located in our distinctive new building, accessible through our welcoming courtyard. Our modern facilities offer a comfortable and professional environment tailored to your healthcare needs. New patients are kindly asked to arrive 15 minutes before their first appointment to complete registration at reception and maximise their consultation time.

Clinical Psychologists
Shirley Chen *BPsych(Hons) Doctorate ClinPsych/MSc USyd*

Psychologists
Natalie Wong *BABSc (Psych) PGDipPsych AssocMAPS*
Marta Vickland *BA BSc (Psych) PG Dip Psych MAPS*

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

Physiotherapists
Shane Kertanegara *BAppSc (Phty)(Hons)*
Emily Leys *BApp Sci (Phty)*
Ben Trevor-Jones *BExScRehab MPhysio GradCertSpExPhys*

Massage Therapist and **Acupuncturist**
Max Visca *BHSc TCM (UTS) Dip Rem M (ACNT)*
Caroline Chen *BHlthSc TCM (UTS) BMedSc (UNSW) MHlthComm (USYD) PDip T&I (MQU)*

Practice Nurses
Thi Thao Duyen Tran
Shanissa Riva

Onsite Pathology

Our on-site Douglass Hanly Moir Pathology Collection Centre is open Monday to Friday, 9am-2pm. No appointment is required except for Glucose Tolerance Tests (GTT).