

## Our Services

- ◆ Women's Health
- ◆ Shared Care
- ◆ Mental Health
- ◆ Men's Health
- ◆ Adolescent Health
- ◆ Sports Medicine
- ◆ Travel Medicine
- ◆ Sexual Health
- ◆ Industrial Medicine
- ◆ Aged Care
- ◆ Infusions - Iron & Osteoporosis

## Appointment Types

We offer a range of appointment options at McKinley:

- ◆ Face to face Appointments
- ◆ Video Appointments
- ◆ Phone Appointments

## Managing Health Information

All of your medical information & management is kept in accordance with Victorian Legislative policy to the privacy act.

If you would like more information, please ask reception for a copy of our privacy policy.

## Feedback & Complaints

From time to time this practice invites patients to complete a survey on their views on the practice and how it can be improved. These surveys are confidential & help us improve our services to you. We also have a patient feedback box in our reception area at all times.

If you remain unsatisfied, please contact:

Health Services Commissioner:

30th Floor, 570 Bourke St, Melbourne 3000

p: (03) 8601 5200 f: (03) 86015219 e:hsc@dhs.give.au

For more information on McKinley please scan to visit our new & improved website:



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

## Opening Hours

Monday - Friday 8:30am - 6:00pm  
Saturday 9:00am - 12:00pm  
Sunday Closed

We are closed all public holidays.  
(These hours are subject to change)

Please book online at:  
[www.mckinleymc.com.au](http://www.mckinleymc.com.au)

Or via



## After Hour Services

National Home Doctor (03) 9429 5677  
Mulgrave Private Hospital (03) 9790 9333  
Dandenong Hospital (03) 9554 1000

For all emergencies, dial 000



☎ (03) 9795 4011  
✉ [info@mckinleymc.com.au](mailto:info@mckinleymc.com.au)  
🌐 [www.mckinleymc.com.au](http://www.mckinleymc.com.au)  
📍 433 Police Rd, Mulgrave VIC 3170

# McKinley Medical Centre



## Practice Information Brochure

☎ (03) 9795 4011  
✉ [info@mckinleymc.com.au](mailto:info@mckinleymc.com.au)  
🌐 [www.mckinleymc.com.au](http://www.mckinleymc.com.au)  
📍 433 Police Rd, Mulgrave VIC 3170

# Welcome to McKinley Medical Centre!

## Mission Statement

*"Patients are important to us.*

*We continue to care for generations of families from newborns to those in their golden years.*

*Caring for you is what we do best!"*

## Billing Policy

We are a private billing practice; we provide a high level of expertise in general medical care to you and your family. All consultations will have an out-of-pocket fee, we will however claim on your behalf the Medicare rebate. For a list of our general fees & additional charges, please visit our website [www.mckinleymc.com.au](http://www.mckinleymc.com.au)

## Dressings

Our nursing staff are qualified in dressings & wound management. Please make an appointment with both you doctor & the nurse for all dressings and wound management consultations.

## Scripts & Referrals

Please ensure that you make an appointment for all scripts & referrals with your doctor.

## Allied Health

Additional Charges may occur for services that are referred by your practitioner. For information on these fees & charges, please contact the services directly.

## Communication & Results

If you wish to speak with your doctor, please make an appointment. Our email [info@mckinleymc.com.au](mailto:info@mckinleymc.com.au) is only available to send through documentation upon your doctors request.

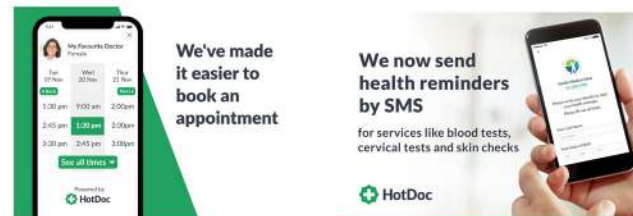
We do not give results over the phone. It is essential & in your best interest to see your practitioner after any test for follow up.



**We now use HotDoc for more visibility & for a better patient experience.**

**HotDoc allows patients:**

- ◆ Online Appointment Booking
- ◆ View all future appointments
- ◆ Self Check-in & your place in queue
- ◆ Online Payments
- ◆ Recalls - Results -SMS Health Messages
- ◆ Reminders - Due appointments -SMS Health Messages
- ◆ Script Requests (certain medications only)
- ◆ New Patient Registration Forms
- ◆ Existing Patient Consent Forms
- ◆ Telehealth (video appointments)
- ◆ Health Information Broadcasts



We've made it easier to book an appointment

We now send health reminders by SMS

for services like blood tests, cervical tests and skin checks



Scan to download the HotDoc app!



**McKinley  
Medical  
Centre**

# Doctors

For current information on the consulting doctors:



**PLEASE PRESENT YOUR MEDICARE CARD UPON ARRIVAL FOR EVERY CONSULTATION.**

For further information please visit our website:

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

*"Better health,  
for a better you!"*