



**DR. STEVEN EHRENREICH**  
MBBS

Has been practising in Brighton since 1989 and has interests in general, family and children's health issues. Steve has a particular interest in skin cancers, emergency medicine and also has 10+ years experience in cosmetic treatments including Botox and Juvéderm treatments for skin lines.



**DR. DAVID FOX**  
B.MED SCI (Hons), MBBS (Hons), FRACGP

Has been at Brighton Medical Clinic since 1993. He has particular interests in diabetes, heart disease and men's health. He also has a special interest in children's health.



**DR. CHRISTINE HARVEY.**  
B.App.Sci. MBBS (Hons), FRACGP

Has interests and experience in all aspects of women's health, mental health, preventative and sports medicine. Chris is a qualified speech pathologist and has specialist skills in eating disorders and adolescent health.



**GAIL ENSTROM**  
RN DIV1

Has experience across a wide range of disciplines including paediatrics, wound management, immunisation, travel health and chronic disease management. Gail has a post graduate certificate in immunisation nursing and Diabetes Education and enjoys all facets of General Practice.



**PROF. DANIELLE MAZZA.**  
D.MBBS FRACGP DRANZCOG GRAD DIP WOMEN'S HEALTH. GAICD

Danielle is the Professor and Head of General Practice at Monash University. An expert in women's health, she has written a text book for GPs on that subject and was formerly the medical director of Family Planning Victoria. Other interests are in mental health issues, asthma and diabetes.



**Dr. Caroline Hawkins**  
MBBS, FRACGP, FACRRM

Has been a rural GP for 20 years and is now transitioning to Brighton Medical Clinic. As a fellow of the RACGP and ACRRM, Caroline practices a broad range of general practice and has a number of special interests including: paediatrics, women's health, pain management and surgical procedures. Caroline has extensive teaching experience as a medical educator for junior doctors and she continues to be an examiner for the RACGP. Her outside interests are skiing, fair weather sailing, tennis and travelling.



**DR. SALLY KOGOSOWSKI.**  
MBBS (Hons.), FRACGP, FRACOG,  
DRANZCOG

"Dr. Sally" grew up in Elwood, went to school at Brighton Secondary and eventually established her career at BMC some 20 years ago. She enjoys all aspects of general practice and, with a Diploma in Obstetrics, she has accreditation at Sandringham, the Women's and Southern Health hospitals to practice shared antenatal care.



**DR. ALICE MURKIES**  
MD MBBS, FRACGP

Is well respected for her publications on menopause and nutrition in women's health. She is a practitioner of mind body medicine and encourages lifestyle in health prevention. Family Planning Victoria. Other interests are in mental health issues, asthma and diabetes.



**DR. KAYE GRIFFITHS.**  
MB.BS (Hons.)

Has many years of experience in all aspects of general practice. Kaye has a special interest in women's health, mental health, skin and general medicine.



**DR. NERISSA McDONALD.**  
MBBS, FRACGP

Has a strong interest in preventative health and has recently undertaken the Primary Course in Nutritional and Environmental Medicine with ACNEM. This covers key nutritional & biochemical factors linked to well being. She is very excited to be integrating this new knowledge into her current practice, aiming for better health and a happier life, for all her patients.



**DR. LYDIA NUNES.**  
MBBS. (Hons.), FRACGP, DRANZCOG. DA

Has been practising at Brighton Medical Clinic since 2002. Her particular interests involve skin cancer surgery, lasers to treat skin conditions, cosmetic treatments including Botox and fillers and treatment of Acne. She is involved in teaching Monash Medical students and takes special interest in Paediatrics, Adolescent and Women's health.



**RN FIONA THOMAS**  
RN DIV1, DNE

Our practice nurse, holds a post graduate Certificate in Diabetes Education and Healthcare. She has established a weekly Diabetes Clinic and is passionate about educating and supporting people with diabetes. Fiona also visits our patients in their home who are eligible for their Annual Home Health Assessment.



**DR. KATRIONA ROSS**  
BSC (Hons.), MSC MD (Canada), FRACGP,  
Dip.Obst, RACOG.

Katriona has been working at Brighton Medical Clinic since 1994. She has interests in sports medicine, all family and children's health issues and aged care.



**DR. DAVID WU**  
MBBS, FRACGP

Has been practicing medicine since 1997 and has a wide range of interests including children's health psychiatry and geriatrics. Previously a clinical tutor in General Practice at a Melbourne University, David also has an interest in skin lesions and emergency medicine.



**DR. JANET WRIGHT**  
MBBS

Has been practising since 1986 and has interests in all areas of general practice.



**Robert Hetzel**  
MBBS, FRACGP

Robert has rejoined our clinic after practising at Gisborne Medical Clinic for the past few years. His interests in general practice are Family Medicine, Mental Health and Preventative Medicine.

# BRIGHTON MEDICAL CLINIC



Brighton Medical Clinic  
24-26 Carpenter Street, Brighton, 3186  
Telephone 9592 0222 Fax 9592 0222  
Melway Ref: 67 E11  
www.brightonmedical.com.au



## GENERAL FAMILY MEDICAL PRACTICE & WOMEN'S CLINIC

### Surgery Location

Brighton Medical Clinic  
24-26 Carpenter Street, Brighton, 3186  
Telephone: 9592 0222  
Fax: 9592 6095  
Melway Ref: 67 E11

### Parking

We have private car parking (including disabled parking) at the front of the surgery. Additional parking is located in the council car park

### Surgery Hours

8.00am – 7.00pm Monday – Thursday  
8.00am – 6.00pm Friday  
9.00am – 12.00 noon Sat/Sun. & Public Holidays  
Closed Christmas Day and New Years Day

### When the surgery is closed

In the case of a life-threatening emergency, contact an ambulance on 000 giving your exact location.

After Hour Service: **9429 5677 or 137 425**

As this is a contracted service covering a wide area, there may be a wait for a doctor to attend. Brighton Medical Clinic will be informed of your visit. For urgent attention the following hospitals have 24 hour Emergency Services:

### Public Hospitals

Monash Medical Centre, Clayton Road, Clayton. 9594 6666.  
Sandringham Hospital, Bluff Road, Sandringham. 9076 1000  
The Alfred Hospital, Commercial Road, Prahran. 9076 2000

### Private Hospitals

Epworth Hospital, Bridge Road, Richmond. 9426 6666  
Cabrini Hospital, Wattletree Road, Malvern. 9508 1222  
Holmesglen Private Hospital, 490 South Road, Moorabbin, 9567 9700

You are required to pay for services if treated as an outpatient. If admitted you will require the appropriate private hospital insurance cover.

### Home & Nursing Home Visits

The availability of doctors for home and nursing home visits is offered within the immediate area. Please contact the surgery early in the day as the doctor may have a limited amount of time, and these visits are organised according to urgency.

### Appointments & Waiting Times

Consultations are by appointment except in the case of a medical emergency. Our Reception staff will assist you in making the appropriate appointment time with a doctor of your choice. If the doctor is unavailable, an alternative doctor will be offered. When making your appointment, if you require more than one family member to be seen, have more than one issue to discuss or have a complex problem, please advise reception staff so that a longer appointment time can be made available. This is helpful in reducing waiting times for other patients.

On-Line appointments can also now be made through the link on our website: [www.brightonmedical.com.au](http://www.brightonmedical.com.au). At times doctors may be delayed due to emergencies or complicated medical problems. You are welcome to contact the surgery prior to your appointment to check on any waiting time. If you need to cancel your appointment, at least 2 hours notice would be appreciated as the appointment time can be offered to other patients. Failure to attend an appointment may, at the doctor's discretion incur a charge.

### Test Results

Due to our privacy policy and regulation, our receptionists are not permitted to access results. When a doctor has ordered any test, please enquire at the time as to any instruction regarding follow up of your results. This is especially relevant if a number of pathology tests have been requested. Results are generally notified by either SMS, letter or by mutual arrangement with your doctor.

If a result is reported with an urgent abnormality you will be notified immediately by telephone or registered mail.

### Facilities for non-English/poor English speaking patients

If required, the Interpreter Service can be contacted on 131450. Otherwise you are welcome to attend with a family member or friend to assist you.

### Availability of Doctors by Telephone

Doctors may be contacted during surgery hours, however when your doctor is in a consultation, a message may be taken and the doctor will endeavour to return your call at the end of the session. In the case of a medical emergency your call will be transferred to a doctor for immediate attention & evaluation.

### Travel Health Consultations

It is advised to make a travel appointment with your doctor at least 6-8 weeks prior to your travel to determine your individual advice, needs and vaccine requirements (including Yellow Fever and necessary certification). All our doctors consult in travel health but some have a special interest in this area.

### Brief Appointments for repeat prescriptions and referrals.

If you require a repeat prescription and have had a consultation with your usual doctor within the previous 4 months, ask reception staff regarding "script time". (NB: "best practice" will be observed and you may be advised to make an alternate consultation appointment with your doctor for any repeat prescriptions.

### Immunisation

All childhood immunisations are available at Brighton Medical Clinic. Immunisation records are regularly forwarded to the Immunisation Registry. For your own records, bring your child's Health Development book.

### Medical Student Education

Our practice is associated with the Department of General Practice, Monash University Medicine, Nursing and Health Science. The Doctors have been appointed as Clinical teachers to provide medical students with an educational experience in General Practice.

### Recall and Reminder system

As a service to our patients, we maintain a system to remind patients of routine tests, checkups or other preventative health issues via a letter or SMS. Your permission is requested on our patient registration form.

### Fees & Medicare Claims

Brighton Medical Clinic is a private billing clinic. Fees are based on AMA rates and are determined by complexity and time.

A reduced rate is charged for children, healthcare card holders and pensioners. During times of financial hardship, please speak with your doctor at the time of consultation. Higher consultation fees are charged for all visits from 6.00pm on a weekday, Saturday/Sunday and Public holidays. All current fees are clearly displayed in the waiting area. Payment is requested on the day of consultation and claims to Medicare can be forwarded online for your immediate medicare rebate into your bank account.

### Infection Control / Tolerance Policy/ Drugs of Dependency.

Brighton Medical Clinic maintains the highest of RACGP standards in all aspects of **Sterilisation and Infection Control**. Brighton Medical Clinic has a **Zero Tolerance Policy** for abusive or threatening behaviours directed against doctors, staff and patients. There are no **drugs of dependence** held on the premises of Brighton Medical Clinic.

### Privacy Policy & Your Rights

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the 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 doctors within this practice and authorised members of staff. A Privacy statement is located in the waiting area. Our Privacy Policy can be provided upon request.

Regarding any feedback, concerns or complaints you may speak confidentially to your doctor or our Practice Manager.

Outside the clinic, you can address your concerns to the Australian Health Practitioner Regulation Agency (AHPRA)

GPO Box 9958 Melbourne Victoria 3001. Telephone: 1300419495.

OR Health Services Commissioner, 570 Bourke Street. Melbourne, Victoria. 3000  
Telephone: 1800136006