



EPHING FAMILY MEDICAL & Specialist Centre

"We aim to improve your well-being"

Address: 24-26 Lyndarum Drive, Epping VIC 3076
P: 03 8402 0400 – F: 03 8402 0409

PRACTICE INFORMATION SHEET

Last Reviewed on 12-September-2026

ADDRESS: 24-26 Lyndarum Drive, Epping VIC 3076.

- PH: 03 84020400
- FAX: 03 84020409
- WEB: <http://efmsc.com.au/>

PRACTICE HOURS:

Monday to Thursday	9am to 5pm
Friday	9am to 4pm
Saturday	10am to 2pm
Sunday	Closed
Public Holidays	Closed

AFTER HOURS SERVICE:

When the practice is closed, patients can access medical care through our accredited after-hours medical service.

After-Hours Provider: DoctorSquare Pty. Ltd.
Telephone: 13SICK (13 74 25)

For a medical emergency, please call 000.

PATHOLOGY

Mon-Fri 9am-2pm
Sat 10am-1pm

FEE SCHEDULE:

- The practice operates under a mixed billing model. An out-of-pocket fee of \$30.00 may apply to consultations for patients who were previously bulk-billed.
- Bulk billing continues to apply for eligible patients, including children under 16 years of age and Health Care Card or Pension Card holders, for most consultation types.
- Full payment is required on the day of the appointment. Payments are accepted by physical debit card or EFTPOS card only. Cash payments are not accepted. Medicare rebates are processed at the time of payment and returned to the bank account registered with Medicare.
- Billing arrangements for private patients without a Medicare card remain unchanged.
- A cancellation fee of \$30.00 applies to non-attendance or cancellations made within 24 hours of the scheduled appointment time.



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OUR MISSION:

- At EFMSC, we aim to improve your wellbeing across all ages and stages of your health and life. To achieve this, we strive to bring medical services to you in your community. Our doctors and staff work hard to make sure all of our patients are healthy and happy.

SERVICES OFFERED:

- General Practice
- Mental Health / Psychology
- Home Medication Review
- Travel Vaccinations
- ECG
- Women's Health
- Diabetic Management
- Pain Management
- Leg Doppler
- Childhood Immunisations
- Health Assessments
- Spirometry
- Asthma Management
- Wound Clinic
- Pre-Employment Medicals
- Care Plans
- Men's Health
- Pathology

NAME OF HEALTH PRACTITIONERS

Dr. Ammar Shah (GP)

BSc, MBBS, FRACGP, Grad Dip Rural
General Practice
Languages Spoken: English, Urdu,
Punjabi, Hindi

Dr. Khurram Ajaz (GP)

MBBS, FRACGP, FARGP
Languages Spoken: English, Urdu,
Hindi

Dr. Muhammad Tariq (GP)

MBBS, FRACGP, Dip Dermatology,
DCH
Languages Spoken: English, Arabic,
Urdu, Punjabi, Hindi

Dr. Erum Meraj - Female Doctor (GP)

MBBS, FRACGP
Languages Spoken: English, Urdu,
Hindi

Dr. Rizwan Akhtar

MBBS, FRACGP
Languages Spoken: English, Punjabi,
Sindhi, Urdu, Hindi

Bareah Aboushamat

Psychologist
Languages Spoken: English, Arabic

Samuel Youssef

Physiotherapist
Languages Spoken: English, Arabic

Ms. Manmeet Kaur (M.Diet, B.ASc)

Dietitian
Languages Spoken: English, Urdu,
Punjabi, Hindi

COMPLAINTS AND FEEDBACK:

- EFMSC welcomes feedback from patients and visitors and uses feedback to help improve the quality and safety of our services.
- Patients may provide feedback, make a suggestion or lodge a complaint:
 - in person with reception or the Practice Manager
 - by telephone on 03 8402 0400
 - by email to eppingfmsc@gmail.com
 - in writing to the Practice Manager, Epping Family Medical & Specialist Centre, 24-26 Lyndarum Drive, Epping VIC 3076.
- All complaints are treated seriously, respectfully and confidentially. Complaints are referred to the Practice Manager for review and resolution.
- Making a complaint will not adversely affect the care provided to a patient.
- Where appropriate, EFMSC will acknowledge a complaint in writing and aims to investigate, respond to and resolve complaints within a reasonable timeframe. Where resolution requires additional time, the complainant will be updated.
- If a patient is not satisfied with the outcome, they may contact:
 - Health Complaints Commissioner Victoria
Telephone: 1300 582 113
Postal Address: Level 15, 50 Lonsdale Street, Melbourne VIC 3000
Website: hcc.vic.gov.au
 - Privacy-related concerns may also be raised with the Office of the Australian Information Commissioner (OAIC) where appropriate.

SERVICES FOR THE ELDERLY OR DISABLED:

- Wheelchair access is available and we have designated disabled parking spots for use. There is also a disabled toilet.

APPOINTMENTS:

In Person Appointments

- EFMSC provides in person consultations during normal practice hours. Appointments can be booked:
 - by calling reception on 03 8402 0400
 - through the online booking system available on our website
 - through Healthengine, where appointments are made available.
- Patients may request their preferred GP when booking. Where the preferred GP is unavailable, reception may offer another available GP or an alternative appointment time.
- Standard and longer appointments are available depending on the nature and complexity of the consultation. Patients should advise reception if they believe they require additional consultation time.

Telehealth Appointments

- EFMSC provides telephone telehealth consultations to existing patients where clinically appropriate and subject to GP availability and applicable eligibility requirements.
- Patients wishing to arrange a telehealth consultation should contact reception on 03 8402 0400. Reception staff will arrange the appropriate appointment and advise the patient of any applicable requirements.
- The treating GP may determine that an in person consultation is required where the patients condition cannot be safely or appropriately managed by telehealth.
- Video consultations are not routinely offered by EFMSC.
- Patients should not use telehealth or electronic communication for medical emergencies. For emergencies, call 000.

Home Visits

- Home visits may be available to regular EFMSC patients in exceptional circumstances where:
 - the patient is unable to attend the practice
 - providing a home visit is clinically appropriate
 - the visit can be undertaken safely and reasonably
 - the patient is located within a reasonable distance from the practice.
 - Examples may include patients who are acutely unwell, immobile, elderly, have no reasonable means of transport or cannot access the practice because of disability.
- Requests for a home visit should be made by calling reception on 03 8402 0400. Requests are assessed according to the patients circumstances and clinical needs, and the GP will determine whether a home visit is appropriate.
- Where a home visit cannot be provided, patients will be advised about an appropriate alternative service.

For after-hours care, contact DoctorSquare Pty. Ltd. Telephone: 13SICK (13 74 25)

For emergencies, call 000.



WALK-IN AND UNBOOKED PATIENTS

- EFMSC operates primarily by appointment and routine walk-in consultations are not available.
- Patients requiring urgent medical attention should contact reception on 03 8402 0400 wherever possible so that the urgency of their medical needs can be assessed and an appropriate appointment arranged.
- If a patient presents to the practice without an appointment with an urgent medical concern, reception staff will assess the urgency of the presentation in accordance with the practice triage procedure and seek assistance from the clinical team where required.
- For a medical emergency, call 000.



SERVICES AVAILABLE FOR DIFFERENT APPOINTMENT TYPES:

Pap Smears	Paediatric care	Diabetic care	Immunisations
Asthma care	Mental Health	Men's Health	Women's Health
Skin Checks	Weight Loss Management	Children's Health	Pregnancy testing
ECG	Minor procedures	Health Assessments	Nurse Support
Physiotherapy	Pathology		

- A range of health information pamphlets are also available in the waiting room.
- We can arrange an interpreter, if required.

TEST RESULTS, FOLLOW UPS AND PATIENT HEALTH REMINDERS:

- It is the policy of this surgery not to inform or acknowledge any of your results over the phone.
- Please see your GP to discuss your results. Urgent matters and patient health reminders will be dealt with in accordance to clinical priorities, recall and reminder policies.

ELECTRONIC COMMUNICATION:

- Email must not be used for medical emergencies or urgent medical matters.
- For urgent matters, please call the practice on 03 8402 0400.
- In a medical emergency, call 000.
- Routine emails will generally be attended to within 48 hours.
- Patients may receive a reminder SMS from time to time for appointments. If you don't wish to receive an SMS reminder please let our reception staff know.
- In addition to this, staff will take messages for the doctors as consultants are not interrupted unless it is an emergency.
- For details, refer to our Communication Policy.

CANCELLATION OF APPOINTMENTS:

- It would be appreciated if you inform the surgery in the event you are unable to keep an appointment. As we have a high demand for our service, we would like to utilise all our resources and offer your appointment time to another patient if possible.

EXTENDED CONSULTATIONS:

- These need to be booked and are necessary for formal medical examinations, full check-ups, pap smears, surgical procedures or if you need a longer consultation time with your doctor.

URGENT CASES:

- We understand that sometimes patients need to see their doctor urgently for potential emergencies. Our surgery does accommodate for emergencies – please call us, in advance where possible. Patients will be triaged and appointments made depending on the urgency of the problem.

HOME VISITS:

- Provided only in exceptional circumstances.
- For after-hours (Bulk Billed): Please call 13SICK (13 74 25) DoctorSquare.

PATIENT RIGHTS:

- All our patients have the right and are encouraged to participate in decisions about their healthcare.



ENGAGING WITH OTHER SERVICES:

- Our practice regularly engages with local health services such as specialists, allied health & hospitals. If required, your GP will provide them with sufficient information to plan and facilitate patient care.

NEWBORN BABIES:

- If you do not have a Medicare number for your newborn at the time of consultation with your doctor we cannot bulk-bill this consultation. You will be charged a consultation fee which you can claim from Medicare when they issue a new card. Please inform staff once you have received the card so that your child's next visit can be bulk-billed.

PATIENT HEALTH INFORMATION AND PRIVACY:

- EFMSC is committed to protecting the privacy, confidentiality and security of patient health information.
- Patient information is managed in accordance with applicable privacy and health records legislation, including the Privacy Act 1988, the Australian Privacy Principles and the Health Records Act 2001 (Victoria).
- Patient health records are maintained electronically in a secure clinical information system. Appropriate security measures include:
 - individual authorised user access
 - role-based access controls
 - password and system security controls
 - secure storage and backup arrangements
 - controls to protect information from unauthorised access, use, modification or disclosure.
- Patient health information is only accessed by authorised team members who require the information for their duties and the provision of patient care.
- Patients have the right to request access to, or correction of, personal and health information held by the practice.
- Requests can be made by contacting the Practice Manager. Identification and appropriate authorisation may be required before information is released.
- Further information about how EFMSC collects, uses, stores, discloses and protects personal health information is available in our Privacy Policy, available at reception and on the EFMSC website.