



PRACTICE INFORMATION

ADDRESS

598 High Street Road
Glen Waverley VIC 3150

PHONE

03 9802 9101

ONLINE

www.glenmountmedical.com
info@glenmountmedical.com

Surgery Hours

Day	Hours
Monday to Friday	8:00 am – 6:00 pm
Saturday	9:00 am – 12:00 pm

After Hours & Emergencies

24-hour after-hours care

The practice provides 24-hour care for patients through 13SICK National Home Doctor as a backup service for your doctor. Contact 13 7425. For emergencies, please call 000 or attend the nearest hospital.

Our Doctors

• Dr Michael Gu – MBBS, FRACGP	Monday, Tuesday, Wednesday, Thursday Friday
• Dr Hyunjo (Jo) Hur – MBBS, FRACGP	Monday, Tuesday, Wednesday & Friday
• Dr Patrick Guan – MBBS, FRACGP	Tuesday & Thursday
• Dr Yin Min Thein – MBBS, FRACGP, DCH	Monday, Tuesday, Wednesday (Alternate) Thursday & Friday

Nursing Team

- Queenie Fung – RN Div. 1, Nurse Immuniser
- Catherine Blyth – RN Div. 1, Nurse Immuniser, Cervical Screen Provider

Reception Team

Gagan, Cheryle, May and Valerie

Practice Services

- Health assessments and Heart Health Checks
- ECG and medical examinations, including pre-employment and licence medicals
- Minor surgery and minor trauma
- Pathology testing and skin assessment
- Childhood immunisations
- Travel vaccinations, including Yellow Fever vaccination
- Cervical screening (Pap smears) and wound care
- Veterans' Affairs (DVA) services

Visiting Services

Service	Availability
Audiology	Once a month (Thursday)
Chiropractor – Bo Yin	Weekly (Tuesday)
Cardio Lab Services	Alternate Mondays, 8:30 am – 1:00 pm
Dietician – Emily Choi	Alternate Tuesdays, 1:00 pm – 5:00 pm
Diabetic Educator – Albert Yeap	2nd Thursday of the month
Geriatrician	Alternate (Tuesday) 2 nd and 4 th Thursday of the month, 9:00 am – 1:00 pm
Gastroenterologist	Once a month (Monday)
Neurologist	Last Wednesday & Friday of the month, 9:00 am – 1:00 pm
Physiotherapy – Mathew Jacob	Weekly (Tuesday) 9:30am – 5:00 pm
Podiatry	Alternate Thursdays 9:00am – 5:00 pm
Radiology	Alternate Monday, 8:30 am – 1:00 pm
Speech Pathology	Weekly (Wednesday & Friday)

APPOINTMENTS, FEES & PATIENT INFORMATION

Appointments

Consultations are by appointment. Please contact reception to arrange an appointment. Every effort will be made to accommodate your preferred time. Appointments can also be booked online through HotDoc.

Emergencies are always given priority. If there is an unforeseen cancellation or your doctor is called away, reception will make reasonable efforts to contact affected patients.

Please check in with reception after arriving to help avoid unnecessary delays.

Please provide at least 2 hours' notice if you need to cancel. A standard non-attendance fee of \$40 applies to missed appointments.

Walk-in & Long Consultations

Consultations are generally by appointment. In an emergency, our staff will make every effort to accommodate you. Sick children are given priority, although you may need to be rescheduled.

Longer consultation times are available. Please advise reception when booking if you require additional time.

Telehealth Appointments

Telehealth appointments may be available for eligible consultations where your doctor determines that a face-to-face appointment is not required. Telehealth/Video Consult options may be selected when booking through HotDoc or by contacting reception. Not all doctors offer Telehealth.

Before your appointment, please ensure you have:

- A suitable smartphone, tablet or computer with a camera and microphone
- A reliable internet connection
- A private and quiet location for your consultation
- Your current contact details available to the practice

You will be provided with instructions or a link to join your video consultation. Please allow a few minutes before your appointment to complete the connection process.

Telehealth may not be suitable for all medical concerns. Your doctor may determine that a face-to-face consultation is required.

Home Visits

Home visits can be arranged where a doctor is available. Patients must generally live within 5 km of the clinic. Exceptions may be considered for emergencies; you may instead be advised to attend hospital directly.

Billing Arrangements

Glenmount Medical Clinic operates a mixed/private billing model. Health Care Card holders, Pensioners and children under 16 may be bulk billed. All other patients are privately billed. Procedures and certain treatments may incur an additional fee.

Please speak with reception if you are unsure about the fee that may apply. On-the-spot Medicare rebates are available where applicable.

Current Consultation Fees – Effective 1 July 2026

The following fees apply from 1 July 2026. Medicare rebates shown are the rebates associated with the listed MBS items. Patient gaps are calculated as the consultation fee less the Medicare rebate.

Consultation	MBS Item	Fee	Medicare Rebate	Patient Gap
Standard – Weekday	23	\$94.50	\$45.05	\$49.45
Long – Weekday	36	\$135.50	\$87.10	\$48.40
Complex – Weekday	44	\$191.50	\$128.35	\$63.15
Standard – Saturday	23	\$109.50	\$45.05	\$64.45
Long – Saturday	36	\$150.50	\$87.10	\$63.40
Complex – Saturday	44	\$206.50	\$128.35	\$78.15

Medicare rebates

Where applicable, Medicare rebates are processed on the day of your consultation, with the rebate paid directly into your nominated bank account held by medicare.

Communication With Doctors

If the doctor you require is with a patient when you call, reception will take a message and advise when the doctor is likely to return your call.

Emergency calls will be screened by reception and escalated appropriately.

Email is not recommended for sensitive health information where it is not an appropriate or secure method of communication. Please contact reception for approved communication options.

Recall & Reminder System

If your doctor orders a test, please arrange appropriate follow-up after the test. Patients should not assume that 'no news is good news'. Where an earlier appointment is required, the practice nurse will contact you. Preventative care reminders may be sent by SMS using HotDoc. Patients may opt out through HotDoc or by notifying reception.

Privacy, Support & Feedback

Your medical record is confidential. Glenmount Medical Clinic maintains the security of personal health information and limits access to authorised team members who require it for their role. Please ask reception for a copy of our Privacy Policy.

Reception will seek your consent before a third party is present during a consultation, and this consent will be documented. Translation/interpreting support can be arranged where required, including TIS and AUSLAN support.

We welcome patient feedback and recognise your right to raise concerns. Please speak with your doctor or reception team. You may also contact the Victorian Health Complaints Commissioner on 1300 582 113 or lodge a complaint online through the Health Complaints Commissioner.