113 Boneo Road, Rosebud Vic 3939
Ph: 03 5986 4229 Fax: 03 5982 0314
www.wholemedicine.com.au

Practice Hours
9.00am-5.00pm
Monday to Friday
Wednesday 9.00am-7.00pm

Whole Medicine is an accredited Medical Practice established in 2020 and is an integral practice of Dedicated Medical Care. Our clinics include Doncaster Medical Centre @ 963 Doncaster Road, Doncaster East 3109, Blackburn South Medical Centre @ 164 Middleborough Road, Blackburn South Vic 3130 and The Bendigo Clinic @ 83 Sternberg St, Bendigo Vic 3550. As of April 2025, Hurstbridge Medical Centre @ 1022 Heidelberg-Kinglake Rd, Hurstbridge, Vic 3099 also joined our group.

We are a family-owned business led by Dr. Margaret Evers - a fellow of the Royal Australian College of General Practitioners (RACGP) practising for over 20 years. Margaret consults, predominantly, at Doncaster while also occasionally consulting here, at Whole Medicine.

Whole Medicine provides high quality GP care with our Doctors offering a broad range of services. Our Doctors work with you to find solutions to your health needs and help uncover your best self.

Medical Practitioners & Clinic Hours

Dr. Margaret Evers is a highly regarded GP in all aspects and offers expertise in Women's Health, Botox, and chronic disease management.
Available:- Please see Reception for details. (*Unable to see New Patients at this time*)

Dr Faran Rizvi – Moved from the UK and commenced practicing here in 2021, providing high quality GP care to his patients with particular interest in Paediatrics, Mental Health, Botox and Men's Health.
Available:- Monday, Tuesday, Thursday & Friday 9am-5pm. Wednesday 1pm-7pm
(Limited availability for New Patients – Please see reception for details)

Dr Dario Rydel Moved from the UK to join our team in March 2025**.** Dr Rydel is experienced in all aspects of General Practice but has particular interests in Women's Health, chronic disease management, preventative medicine, urgent care and men's health.
Available:- Monday, Tuesday, Wednesday & Friday 9am-5pm

Dr Febrina Robinson – Arrived in February this year, also from the UK - Dr Robinson has experience in all aspects of General Medicine but has particular interest in Paediatrics, Womens Health/Menopause & HRT and Elderly Health Care issues.
Available:- Tuesday to Friday 9am - 4.30pm

Dr Mugdha Wakodkar – our newest arrival from the UK – Dr Wakodkar brings a wealth of experience as a dual qualified GP and Gynaecologist/Obstetrician. Dr Wakodkar provides comprehensive general practice care for patients of all ages, managing acute and chronic illnesses, skin conditions, and palliative (end of life) care.
Available:- Tuesday, Wednesday & Thursday 8.45am-4pm

Other Health Professionals

Whole Medicine is proud to offer varied services for your convenience. Services Currently available include:-

Kaitlyn Anderson – Dietitian
Bec Burke – Audiologist (Hearing Australia)

Our Team, lead by Practice Manager Linda Williamson includes:-
Nurses:- Kadi, Janessa & Kristina
Receptionists: Dee, Jan, Carol & Sharyn

Our Services Include

- Womens Health
- Child Immunizations
- Infusion therapy
- Micro Ear Suction
- Minor Surgical Procedures
- Mens Health
- Counselling
- Nutritional advice
- Sports Medicine
- Skin Health & Cancer Detection
- Family GP
- Travel Medicine
- Dispensary
- Preventative Medicine
- Chronic Disease Management

There is No Pathology on site, however there are nearby services for Melbourne Pathology (our preferred service), Australian Clinic Labs & Dorevitch.

Appointments:
Please phone 03 5986 4229 to make an appointment. Alternatively, you may book online via our website www.wholemedicine.com.au or the Hot Doc App.

All attempts are made to prioritise urgent matters. Please ensure you advise Reception of any concerns or urgent matters. Please also advise if a longer consultation is required as this affects scheduling and allows us to advise accurate costs of the appointment.

We require a minimum of 2 hours notice to cancel most appointments. This can be done, easily, by following the instructions of your SMS reminder, via Hot Doc or by calling reception. Please note that some practitioners may require more notice – Patients are notified at the time of booking. Failure to cancel appointments, with adequate notice, may incur a fee of $50.

Please note there are several services that cannot be booked on line as they require time with our Nurse and the Dr. For example Childhood Vaccinations or Skin Checks. Please contact reception if you are unsure if your appointment may not be a standard or general matter.

Phone & Telehealth Consultations
To facilitate continuity of care, patients are able to access consultations via Phone or telehealth (eg Zoom) when a consultation is not considered clinically necessary.

These appointments are scheduled, and billed, in the same manner as in clinic appointments. *Please note Doctors complete additional tasks eg write referrals and consultation notes, after the call has ended. These additional tasks, and the time spent, determines the cost of your consultation. Please also note only patients seen within the previous 12 months are eligible for telehealth or phone consults.*

Fees and Billing

We are a Private Billing Practice - payment is requested at the time of consultation. We accept payment by Cash* (not all Dr's accept), EFTPOS and Direct Deposit. For telehealth appointments we are able to securely retain your Credit Card details at the time of booking your appointment. Alternatively – we can make contact after the consultation. *Please note – **we must receive a remittance advice for all Direct Deposits**. We are unable to confirm payment – or process Medicare Rebates, without receipt of payment. Please email a* **PDF copy to** reception@wholemedicine.com.au

Standard consultation (less than 20mins) = $98 (Medicare Rebate = $45.05)
Long consultation (more than 20mins) = $155 (Medicare Rebate = $87.10).
Derm Engine (Mole Mapping) = $155.00 (Medicare Rebate of $87.10)
Micro Ear Suctioning = $165.00 (Medicare Rebate of $87.10)
Iron Infusions start at $220.00, Medicare Rebate = $87.10
Fees may vary with each practitioner. Medicare rebates are paid into your nominated account within 24 – 48hrs. Should you have any concerns – please contact Medicare on 13 20 11.

Children Under 16 yrs are Bulk Billed at the Dr's discretion. *NB: Children must be in attendance for their appointment. Exceptions apply – please ask reception.*

For further information of services or appointments not listed – please see reception.

Results, Repeat Scripts and Repeat Referrals

All results and referrals (including renewals) require an appointment. This can be arranged in clinic or by phone. Scripts also require an appointment however we now offer online requests via Hot Doc. The "Routine Request" option is available for regular medications only – you GP can confirm if this is appropriate for you. *Please note that follow up appointments for results, repeat referrals and scripts are not Bulk Billed – Please see reception for clarification*

Recalls & Reminders

For urgent or abnormal results every effort will be made to contact patients by phone. We encourage patients to make a follow up appointment, in the clinic or by phone, to discuss all results.

Our practice is committed to preventative care. To provide the highest quality of care for you – reminders are issued for various matters including Cervical Screens, Immunizations, Pathology & General Health Checks. These reminders may be sent as an SMS, email or letter.

After Hours Services:-

For All Emergencies – Please call 000

If you require urgent medical attention, please go to our nearest hospital - Rosebud Hospital Emergency Department– 1527 Point Nepean Rd Capel Sound 3940

For Urgent, but non-life threatening matters our locum service, Doctor Doctor can be contacted on **13 26 60.** Calls to this clinic after hours will automatically divert to this service.

For General Medical Advice you may choose to call Nurse on Call Ph 1300 60 60 24

Local Pharmacists are also willing and able to offer advice.

Other services
Our clinic utilises TIS National Interpreting Services (who are available Mon-Fri 8am-6pm). Their phone number is 1300 131 50. Please let the reception staff know if you need to utilise this service.

Patient Details
Are your details up to date? Please don't wait until we are unable to contact you – confirm your details with receptionist.

Medical Records
All patient consultations and medical records are kept strictly confidential. If you require a copy of your records, or wish to transfer to another clinic, a written request, with an original signature (not digital) is required. Further instruction is available at reception. Whole Medicine follows strict guidelines in accordance with the Privacy Amendment (Private Sector) Act 2012.

AI Scribe
The Doctors may us an approved AI Scribe tool to assist with recording clinical notes during consultations, ensuring alignment with the Medicare Benefits Schedule. AI Scribe operates in the background, recording the conversation between you and the GP and processes this information to provide clinical documents and information to assist your doctor. This helps your doctor focus on you, while maintaining accurate and timely documentation.
Your data is only used for clinical documentation and is handled according to the Australian Privacy Principles.
For more information, speak to our reception team or visit: www.oaic.gov.au or www.mbspro.com.au

Privacy Policy
It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. Whole Medicine's Privacy Policy has been developed to protect patient privacy in compliance with privacy legislation.
We abide by the 10 National Private Principles available at http://www.privacy.gov.au/health/index.html.

In complying with the *Privacy Amendment (Enhancing Privacy Protection) Bill 2012*, patient privacy and confidentiality is assured for consultations and in medical and account's records, appointments and telephone calls. Refer to the Australian Medical Association (AMA) Code of Ethics, www.amavic.com.au

Zero Tolerance
This medical practice has a zero tolerance to inappropriate and/or aggressive behaviour.
Whether this is racial, sexual, emotional – verbally or physical – behaviours on the premises or via social media will not be tolerated.
Individuals who engage in adverse behaviour will be asked to leave immediately and may not be welcome to return.

Feedback & Complaints
We welcome any feedback. This may be provided by sending us an email to reception@wholemedicine.com.au or by speaking directly to our staff members. Alternatively, you may also wish to utilize our suggestion box in the waiting room.

For sensitive matters you are welcome to email our practice manager directly pm@wholemedicine.com.au

Your Rights
We are committed to resolving all concerns. If you feel your concerns are not dealt with adequately by the practice you may wish to read the new legislation: the Health Complaints Act 2016 (Vic) . You can lodge a complaint on line at the Health Complaints Commissioner (HCC) Level 26, 570 Bourke Street, MELBOURNE 3000. Phone 1300 582 113 (Toll free) email : hsc@health.vic.gov.au or Web: www.hcc.vic.gov.au

Parking
Parking is available at the back of the practice. Additional parking is available across the road at the YAWA/ Shire/Olympic Oval Car Park

Smoking
For health and safety reasons, there is a no smoking policy on our practice premises.

Please contact our friendly medical reception staff for further information

Updated on 01/11/2026 LW