



## Practice Information Sheet

### **Horizon Doctors**

65 Bayswater Road  
Croydon Vic 3136  
Ph: 03 9123 0060

Email: [reception@horizondoctors.com.au](mailto:reception@horizondoctors.com.au)  
Web address: [www.horizondoctors.com.au](http://www.horizondoctors.com.au)

### **Hours:**

|                   |                 |
|-------------------|-----------------|
| Monday            | 9:00am – 6:00pm |
| Tuesday           | 9:00am – 6:00pm |
| Wednesday         | 9:00am – 6:00pm |
| Thursday          | 9:00am – 6:00pm |
| Friday            | 9:00am – 4:00pm |
| Saturday & Sunday | Closed          |

### **Doctor:**

**Dr Niroshi Jayasena** is a Fellow of the Royal Australian College of General Practitioners (RACGP). Niroshi graduated in 2000 in Sri Lanka and moved to Australia with the family in 2006. Her Australian experience as a doctor includes working in rural Victoria – Goulburn Valley Health Shepparton and Peninsula Health in Frankston.

While endeavoring to become a GP she has gained experience in a several specialties of medicine including General Medicine, Emergency Medicine, Oncology, Rehabilitation and Geriatrics. Including the training to achieve specialist qualifications to become a fellow, her experience in General practice exceeds 15 years. FRACGP, MBBS

### **Psychologist:**

**Dr Rashika Gomez** is a Clinical Psychologist and is experienced in working across a diversity of patient demographics and needs  
Rashika works with patients of all ages (including children and the elderly) and a wide range of presentations including, anxiety and panic disorders, depression, stress, bereavement, trauma, and PTSD. Rashika also works with couples.

### **Dietitian**

**Emma Morris** is a highly qualified and experienced Dietitian and Sports Dietitian with a Bachelor of Applied Science in Human Movement and a Bachelor of Nutrition and Dietetics.

### **Geriatrician and General Physician**

**Dr Nish Perera** is a trained Geriatrician and General Physician consultant. He is passionate about management of complex general medicine comorbidities, geriatric cognitive assessment, dementia management, geriatric continence, palliative, and perioperative medicine.

### **Appointment Bookings:**

HotDoc - [www.hotdoc.com.au](http://www.hotdoc.com.au)  
Phone 03 9123 0060  
[www.horizondoctors.com.au](http://www.horizondoctors.com.au)

**Should you feel seriously unwell, be suffering chest pain or severe shortness of breath, you should call an ambulance on 000 immediately. Minutes could save your life.**

### **Appointments:**

- Consultations by appointment only
- Our standard appointment length is 10 minutes, If you require a longer appointment please advise reception when booking or book a long appointment on Hotdoc.
- Telehealth option is available for patients with cold or flu-like symptoms. Patients with no symptoms a face-to-face consult is highly recommended due to the continuity of care and better quality and accuracy of assessment.
- Please cancel appointments if not needed at least 2 hours prior to the allocated time.

We make every effort to keep our appointments running on time, but if an urgent situation arises it will be dealt with as a priority, and at times unexpected longer consultations are needed. We thank you in advance for your understanding.

**Prescription Requests:** All patients requiring prescriptions (including repeat prescriptions) are required to have a consultation.

### **Test results:**

- Non urgent** you will get a SMS reminder via our Hotdoc system, where you can book an appointment.
- Urgent** you will receive a phone call from our staff.

Reception staff never give out results.

**Services:** Health Assessments, Chronic Disease, Care Plans, Immunisation, Mental Health, Wound Care

### **Procedures:**

The doctors can perform many minor surgical procedures - removal of moles and skin lesions / Cryotherapy (for skin tags and warts etc.) / Toe resection / Implanon removal & insertion.

## Staff

RN Nurse – Emily, Casey & Bella

Practice Manager – Michelle

Receptionist –Michelle, Kylie, Nathuli & Thanuli

## Communication and Telephone Policy:

A doctor is available during practice hours for emergency phone advice. However, if the Doctor is busy a message can be left with our receptionist, and you will be advised about a response as soon as possible. This may result in a telehealth consultation to be booked.

Email communication is discouraged due to it not being a secure form of communication, so any medical information is best discussed directly with your doctor.

We will endeavour to respond to emails within 2 business days.

\*Please note that no appointments can be made or changed via email.

**Aboriginal & Torres Strait Islander Indigenous Health:** Our practice provides care for patients from Aboriginal and Torres Strait background. Please notify the receptionist or doctor if you are from this background.

## Interpreter Services:

If you wish to use interpreter service, please advise the reception staff when you book your appointment. We will arrange interpreter service via phone through TIS.

## After hours:

If you require medical attention, please call National Home Doctor Service 13 74 25

In the event of an emergency, please ring 000 or attend the closest hospital to you. (Maroondah Hospital)

## Patient Health Information and Privacy:

The policy of our practice is to always maintain security of our patients personal medical records, and to ensure that their information is only available to authorised members of staff.

We are committed to your privacy, and we take our privacy obligations seriously. Our practice complies with the standards set out by the Privacy Act (1988) and the Australian Privacy Principles. Our privacy policy, available on request, is to provide information to our patients on how your personal and health information is collected and used within our practice, and the circumstances in which we may share it with third parties.

Our clinic takes all reasonable steps to safeguard patient information when sending information to patients, health organisations or third parties by email, as with any other types of communication. Please be aware of the risk that information you request be sent by email could be read by someone other than yourself or the intended recipient.

## Your Rights:

If you have any complaints or compliments, we would like to hear about them. Please feel free to talk to your doctor, any of our receptionists, the practice manager or you may prefer to write to us. We take your feedback very seriously and use it to constantly improve our facilities and services. If you still feel unhappy you may contact:

Health Services Commissioner Level 26, 570 Bourke Street, Melbourne Victoria, 3000.

Complaints and information: 1300 582 113

Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

## Personal Referrals:

Feel free to refer your friends and family to Horizon Doctors. We will be delighted to see them and ensure they too will receive quality healthcare. Thank you for attending our Clinic ☺

## General Practitioner Fees:

We are a mixed billing practice and offer bulk billing to children under age 16 **for face-to-face** consultations – (**Except Initial and MHCP consultations or seen in our isolation room**)- Providing you have a valid Medicare card.

Patients with Medicare will receive their Medicare rebate shortly after their consult, which is done through our instant Tyro facility, or within 24 hours into your nomination bank account.

Care plans for chronic disease management are directly billed to Medicare.

| Full:                | Amount   | Rebate   | Out of Pocket |
|----------------------|----------|----------|---------------|
| 10 Minutes           | \$90.05  | \$45.05  | \$45.00       |
| 20 Minutes           | \$142.10 | \$87.10  | \$55.00       |
| 30 Minutes           | \$152.10 | \$87.10  | \$65.00       |
| Long consult 40+ min | \$198.35 | \$128.35 | \$70.00       |

| Concession:          | Amount   | Rebate   | Out of Pocket |
|----------------------|----------|----------|---------------|
| 10 Minutes           | \$80.05  | \$45.05  | \$35.00       |
| 20 Minutes           | \$132.10 | \$87.10  | \$45.00       |
| 30 Minutes           | \$142.10 | \$87.10  | \$55.00       |
| Long consult 40+ min | \$188.35 | \$128.35 | \$60.00       |

## New Patients Initial Consultation: (Private no Bulk Bill)

|                          |          |         |         |
|--------------------------|----------|---------|---------|
| New patient over age 16  | \$162.10 | \$87.10 | \$75.00 |
| New patient under age 16 | \$137.10 | \$87.10 | \$50.00 |

Updated: 01/07/2026

