25 Merz Street, Lucas, 3350
P: (03) 5304 4300 | F: (03) 5304 4333
E: lucas@ufsmedical.com.au

Practice Information Lucas

Opening hours

Monday to Friday: 8:30am to 5:30pm
Saturdays, Sundays and public holidays: Closed

Doctors

Dr Saima Arshad
Dr Rashid Hameed
Dr Noshine Irrum
Dr Divya Krishna
Dr Phyo Kyaw
Dr Matthew Nigro
Dr Viraj Rajaguru

Podiatrist

Jasbir Aulakh

Services provided

Audiometry
Chronic disease management
Doppler
ECG
Family planning and shared care
General medicine
Immunisations
Medicals
Mental health
Men's health
Minor procedures
Occupational health
Paediatrics
Preventative health
Spirometry
Travel medicine (incl. yellow fever)
Women's health

Online bookings

Appointments can be made online via **www.ufsmedical.com.au/book**

Long consultations

We recommend that you schedule a longer appointment for women's health, musculoskeletal injuries or if you have several issues to discuss with your GP.

Telehealth

Telehealth consultations are available in lieu of face-to-face consultations for follow up appointments only. Telehealth consultations can be booked online via **www.ufsmedical.com.au/bo**ok or via reception. Fees may apply.

Being registered with MyMedicare gives patients greater access to telehealth, you can register here: https://www.servicesaustralia.gov.au/register-for-mymedicare?context=22751

Home visits

Home visits may be available by appointment, please phone reception for more information.

After-hours care

Please phone your practice if you require our after-hours service and follow instructions for the on-call GP. The Ballarat Urgent Care Clinic is available for urgent care that's not an emergency, open from 9am to 11pm every day of the year (including all public holidays) at 1010 Sturt Street,Ballarat. Visit **www.ballaratucc.com.au** for more information.

Women's health clinics

UFS Medical holds dedicated women's health clinics with our qualified Cervical Screening Test nurses. Our nurses can also provide education on menopause, contraception, breast health and menstrual issues. Appointments are 30 minutes in length with a fee of $35 ($30 for UFS members). Please see reception for further information or to book an appointment.

Fees and billing arrangements

24 hours' notice is required for cancellation or rescheduling of all appointments. Late cancellation and non-attendance fees apply. If you would like any information regarding our practice fees, please see our reception staff and if you are referred for investigative tests or referred to a specialist, please ask your doctor about costs that may arise for referred services.

GP consultatian fees and bulk billing

As of 3 November, 2025, Lucas UFS Medical is **bulk billing all patients** with a green Medicare card for **all eligible GP consultations**, meaning there are no out-of-pocket costs to patients for a general appointment, including short, standard, long and prolonged consultations.

Please note that some procedures, vaccinations and allied health services may incur a private fee.

Podiatry fees

	Fee
Initial consultation	$120.00
Review consultation	$97.00

Results

Patients are requested to phone reception or schedule an appointment to receive their test results. Patients will be asked to confirm their name, address and date of birth prior to receiving test results over the phone. Results will only be released directly to a patient or to the legal guardian or medical power of attorney of a patient; results will not be released family members. Results cannot be given out by reception.

Doctors may send an SMS text message when they have reviewed a patients results to advise of any further action required, including follow up appointment.

Recall and reminder system

UFS Medical has a recall and reminder system in place for all patients requiring follow up appointments for immunisations, Pap tests, health assessments, care plans, pathology and general reviews. Please advise your doctor if you do not wish to be included in this service.

SMS service

UFS Medical offers an appointment text message reminder service. A reminder text message will be sent to you the day prior to your appointment. Please see our reception staff if you wish to be included in this service.

Interpreter

Interpreter services can be arranged for consultations. Please let our reception staff know if you would like an interpreter scheduled for your next consultation.

Pharmacy

The Lucas UFS Pharmacy located at Shop 1, Coltman Plaza, Lucas is open from 8am to 10pm Monday to Friday and 8:00am to 7:00pm on Saturday to Sunday

Medical students

UFS Medical proudly supports the next generation of General Practitioners by hosting medical students from Deakin University and The University of Melbourne. Signage is placed in the waiting area when we have students in the medical centre. Please let reception know if you do not wish to participate in a medical student consultation.

Accessing personal health information or updating your personal information

Access UFS Medical's comprehensive privacy policy here: **www.ufsmedical.com.au/privacy.**

Melbourne Pathology Service

Melbourne Pathology is a trusted provider of pathology services in Victoria. An industry leader, Melbourne Pathology is the oldest established private pathology practice in Australia and is conveniently located at our Lucas UFS Medical centre. Open Monday to Friday: 8.30am to 1.30pm. Closed weekends and all public holidays.

Feedback, suggestions or complaints

UFS Medical values continuous improvement and takes complaints and feedback seriously. If you are not satisfied with our service, please contact us. If you remain dissatisfied with our response, you may wish to contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 during business hours.

Accredited General Practice

UFS Medical is proudly an accredited general practice. We strive to provide excellence in healthcare and meet the high standards for general practice set by the Royal Australian College of General Practitioners.

