

We are aware that your time is just as important as ours, and we do try to run on time. However General Practice is full of unexpected emergencies and problems which may be more complicated than they first seem. We therefore hope you will understand that if we run late, it is because we are devoting as much effort to another patient's problem as you would expect us to dedicate to yours. Accidents and genuine emergencies are attended to urgently and life threatening problems are seen immediately. This can also result in unavoidable delays.

Please notify us well in advance if you are unable to attend an appointment. This can be used by another patient.

Care Outside Normal Opening Hours Arrangements:  Make the call. 13 SICK 7425
WEEKNIGHTS,
WEEKENDS &
PUBLIC HOLIDAYS

If you require care outside our normal surgery hours, please contact our 24 hour Locum Service, Home Doctors Service on **13 SICK (13 7425)**. Previous phone number **9429 5677** (Phone diversions in place).

Pathology Service (On-Site Collection Centre):  AUSTRALIAN
Clinical Labs

Australian Clinical Labs is our preferred pathology provider, using the on-site service ensures patient result continuity. This service operates Monday to Friday 8:00am to 4:00pm. Closed on Weekends and Public holidays. No appointments are necessary for routine pathology tests. 24 Hour ECG & Blood Pressure Monitoring & Spirometry are available by appointment.

All patients are welcome. You will experience a friendly, personal and professional environment.

Australian Clinical Labs (Caulfield South Collection Centre) - Direct Phone Number **(03) 9576 7755**

Patient Contact Details:

It is important to keep your contact details up to date - address, telephone numbers, and mobile numbers. A next-of-kin or an emergency name and telephone number is also very helpful.

Telephone Access:

GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. Your call will always be put through to the GP in an emergency.

GPs in the practice prefer not to do prescriptions or referrals to specialists over the telephone. We believe patients on regular medications should have their condition(s) reviewed periodically. The fee for a visit for these items can be negotiated with the doctor at the time of appointment, if it is a consultation for a script or repeat referral **only** then the visit would usually be bulk billed.

If a patient does not want to see a doctor - the prescription or referral may be done over the phone at the discretion of the doctor and it will attract a \$15.00 fee, this is not claimable through Medicare.

Electronic Communication (Email Access):

When requested we will communicate with patients via Electronic communication (email) however is not our preferred method of communication. If you would like a copy of our Policy for receiving and returning electronic communication please ask at our reception desk.

Email:

northdrs@northroadmedical.com.au

Services available:

We offer a wide range of medical services to enable us to manage your acute and chronic medical needs. Family medicine, general checkups, preventative medicine, family planning, Pap smears, pregnancy tests, counselling, vaccinations and immunisations, travel medicine, repair of minor lacerations, treatment of simple fractures, removal of simple moles and sunspots, liquid nitrogen therapy for sun spots and warts, nutritional advice, Workcover problems, transport accident problems, sports medicine, skin checks, insurance medicals. Nursing home visits and home visits may be organised.

Long Consultations:

If you require more than a 15 minute consultation, or if you have more than one problem to discuss, please advise the reception staff when booking your appointment. Then an extended consultation appointment will be made.

Fees and billing arrangements:

Fees are payable at the time of consultation by cash, cheque, Bankcard, MasterCard or Visa. The AMA Fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery. If you have any difficulty in paying our fees, please discuss it with the doctors. Private accounts that are paid on the day are eligible to a \$10.00 discount.

During the week the GPs at this practice bulk bill Children under 10 years of age, Veterans and Pensioners who were patients prior to 16/08/2008 and on the pension at that time.

All Concession Card holders and Pensioners who joined the practice after 16/08/2008 and current patients who become eligible for a pension card after 16/08/2008 are billed at a concession rate.

On Saturdays all patients are privately billed

If you are any concerns regarding our fees, *please discuss them with your doctor as they have discretion regarding the fees.*

If you require any investigations or procedures during your consultation, the doctor can make you aware of any cost(s) you may incur.

If you are referred to a specialist, you should ask that specialist about fees and other costs that may arise.

Please see the attached Fee Structure for all changes as from 15th September 2019

Home and other visits:

Ongoing home care is available to those unable to attend the surgery. If it is impossible for you to attend because of severe illness, please telephone the surgery as soon as possible after 8am to arrange for a doctor to visit. Every effort will be made to send a regular doctor from the surgery. However if this is not possible then our locum service will be contacted for you

Getting the results of any test or procedure:

Your doctor will advise when they expect the results to arrive at the practice. Call the surgery to find out your results and ask what follow up is required. If you are concerned about a result, even if it is normal, organize an appointment to discuss your concerns with the doctor. You should never assume that the result is normal if you have not heard from the doctor.

Reminder System:

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor or the receptionists know.

Language:

English is the main language spoken at the surgery. If you are not proficient in English, it is highly advisable that a family member and/or friend be used to interpret OR we can make use of the interpreter service (TIS: Translating and Interpreting Service: 131 450), with the patient's permission.

Continuity of Care:

We encourage you to continue seeing your doctor of choice with whom you are most comfortable, however if your doctor is unavailable, the other doctors have access to your medical records and can safely continue your care.

Management of your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

The doctors and staff of this practice are committed to giving you - our valued patient, quality care and service. We protect your privacy and treat all patient information including health and financial details as private and confidential.

We have developed and documented a privacy policy according to current privacy laws. Doctors and staff of this practice abide by this privacy policy and understand that a policy breach is grounds for dismissal.

Our Privacy Policy states:

- What type of personal information we collect
- Purpose of collecting your personal information
- How we collect and store information
- How we use, protect and disclose information
- That we need your consent to collect your information
- That you have the right to access your information
- How to access your personal information
- That you may discuss any concerns you have about how we handle your information
- How you can make a complaint about a possible privacy breach.

If you would like any more information about privacy, or how to access your health record, please ask your doctor or see reception.

Transfer of your Medical History:

If you wish to transfer your medical history to another GP, you will need to ask your new GP to forward us a signed consent form to transfer your medical history. We will forward a medical summary to your new GP to help maintain continuity of care. If you require your whole history to be transferred, this will be done under the Health Records Act. A fee may/will be charged for this service. You will be advised of the fee, as we prefer pre-payment.

This practice has a no smoking policy.



X-Rays:

We strongly encourage patients to pick up and store their own X-Rays for future comparison. We destroy all X-Rays after 12 months.

Complaints and Suggestions:

We constantly strive to give you the best possible care and attention. If you have any suggestions or are unhappy with any aspect of our service, please feel free to talk to your doctor or the receptionists or you may prefer to make a written complaint/suggestion. You do not need to give your name. We take your concerns, suggestions and complaints seriously. We also welcome positive feedback. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery there are several options available including The Medical Registration Board, AMA or Health Care Complaints Commission in Victoria at 570 Bourke Street, Melbourne, VIC 3000 or Phone 1800 136 066.

***We are delighted that you have chosen to attend the North Road Medical.
We look forward to providing you with friendly, high quality care and wish
you and your family many years of good health!***

Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

