

NORTH ROAD MEDICAL

409 North Road
CAULFIELD SOUTH VIC 3162
T. 03 9576 9311
F. 03 9578 1682

Website: <https://northroadmedical.com.au/>

Clinic email:
northdrs@northroadmedical.com.au
Email for all requests:
reception@northroadmedical.com.au

Your Doctors:

*Dr Noelene Jacka
Dr Somnath Ghosal
Dr Karen Adey*

*Dr Daniel Mann-Segal
Dr John Spielberg*

*Dr Millie Leykin
Dr Karen Lewis*

Consultation Hours (by appointment):

Monday to Friday: Surgery open: 8am - 7.00pm: Appointments 9.00am - 5.30pm.
The telephones are switched over to our answering machine at 6.00pm.
Saturday: Surgery open: 8am - 12.30pm: Appointments 9.00am - 12.15pm.
*The telephones are switched over to our answering machine at 12.00pm
Doctors work rotating weekends*
Sunday: Closed
Public Holidays: Closed

Care outside of Practice Hours:

Home Doctors Service 13 SICK (13 7425) *(see next page for more information)*

Practice Staff:

Practice Manager - Rebecca Laver
Receptionists - Melissa Sowerbutts, Emma Greetham, Shani Hadass & Elizabeth Wynter

Practice Nurse:

- Linda Gore, Nurit Tatarsky & Robyn King
Consulting hours: Monday - Friday

Onsite Pathology:

*Australian Clinical Labs (see next page for more information)
Consulting hours: Monday - Friday: 8.00am-4.00pm daily*

Our Service:

The doctors at the North Road Medical offer an excellent medical service, with an emphasis on being as current and up to date as possible. We strive to provide the best professional care in a friendly and caring manner.

We are an accredited practice by AGPAL.



Appointments:

Please ring **9576 9311** for an appointment with your doctor. Your doctor will make every effort to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

You can schedule your appointment with your doctor online via HotDoc for your convenience. Your doctor is aware that your time is just as important as theirs and they 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. The doctors we support hope you will understand that if they run late, it is because they are devoting as much effort to another of their patient's problem as you would expect them to dedicate to you. Your doctor may attend to accidents and genuine emergencies urgently and life threatening problems immediately. This can also result in unavoidable delays for their patients with scheduled appointments at that time.

Please notify us well in advance if you are unable to attend your appointment. We will then notify your doctor who can make the necessary amendments to their calendar.

Long Consultations: If you believe you require more than a 15 minute consultation with your doctor, or if you have more than one problem you wish to discuss with them, please advise the reception staff when booking your appointment with your doctor. We will then notify your doctor who will decide whether an extended consultation appointment is required.

Home and other visits: The doctors we support may offer ongoing home care to their patients who are unable to attend the practice. If it is impossible for you to attend your consultation because of severe illness, please telephone the practice as soon as possible after 8am. We will then notify your doctor who will advise if they are available to conduct a home visit or make other arrangements if possible.

Telehealth: Your doctor may privately bill telehealth appointments as per their normal fee structures. Their patients are eligible for a Medicare rebate if they had a face-to-face appointment with a doctor in the last 12 months prior to the telehealth appointment and hold a current Medicare card.

Care Outside Normal Opening Hours Arrangements:



If you require care outside our normal doctors' consulting 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 operates from North Road Medical on Monday to Friday 8:00am to 4:00pm. Closed on Weekends and Public holidays. Australian Clinical Labs do not require their patients to book appointments 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 **0477 924 401**

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 consulting from North Road Medical may be contacted during normal consulting hours. If your GP is with another patient, a message will be taken, and the reception staff will advise you when it is likely that your GP will return your call. In an emergency, your GP will be advised, and they will determine whether they are able to take your call or request that you call 000.

GPs consulting from North Road Medical prefer not to do prescriptions or referrals to specialists from messages being left. The doctors we support believe their patients on regular medications should have their condition(s) reviewed periodically.

The fee for a visit for these items can be discussed with your doctor at the time of appointment. The doctors consulting from North Road Medical have advised that consultations for a repeat script or repeat referral only can usually be bulk billed. However, consultation billing is in your doctor's discretion.

If a patient does not want to see a doctor or have a telehealth consultation – the prescription or referral may be done over the phone at the discretion of your doctor and generally these appointments are not claimable through Medicare.

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.

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 or reception@northroadmedical.com.au

Services available:

In addition to the medical consultations provided by the doctors who consult from North Road Medical, the following services are offered by the doctors we support:

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.

Fees and billing arrangements:

During the week the GPs consulting from North Road Medical generally bulk bill children 9 years old and under, Veterans and Pensioners who were their patients prior to 16/08/2008 and on the pension at that time.

Most of the doctors consulting from North Road Medical, bill at a concession rate for their patients who are Concession Card holders and Pensioners who became their patients after 16/08/2008 and their current patients who become eligible for a pension card after 16/08/2008.

Fees are payable at the time of consultation by cash, cheque, Bankcard, MasterCard or Visa. The consulting from North Road Medical have elected to use the AMA Fee structure as the basis of their billing. The AMA billing structure is displayed in the reception area of the practice. If you have any difficulty in paying your doctor's fees, please discuss it with your doctor during your consultation. Many of the doctors consulting from North Road Medical are willing to offer a \$10.00 discount for their patients with private accounts pay on the day of their consultation.

On Saturdays the doctors we support privately bill all their patients.

If you have any concerns regarding your doctor's fees, please discuss these concerns with your doctor as the fees incurred during your consultation are at their discretion.

If you require any investigations or procedures during your consultation, your 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 1st October 2023

Workcover and TAC consultations

The doctors we support require that all Workcover and TAC consultations be paid at the time of the consultation. An invoice can be provided to for you to claim back through either your workplace or TAC.

These are private accounts and CAN NOT be claimed through Medicare.

Getting the results of any test or procedure:

Your doctor will advise you when they expect to receive your results (these will go to the doctor rather than directly to you). Call the practice and your doctor will provide your results and determine what follow up is required (if any). If you are concerned about a result, even if it is normal, organise an appointment with your doctor to discuss your concerns.

You should NEVER assume that the result is normal if you have not heard from your doctor.

Reminder System:

Our practice is committed to supporting your doctors in providing preventative 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 selected by your doctor. If you do not wish to be part of this system, please let your doctor or the receptionists know.

Interpreter Service:

English is the main language spoken at the practice and by the doctors we support. 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.

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:

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

Complaints and Suggestions:

Your doctors constantly strive to give you the best possible care and attention. If you have any suggestions or are unhappy with any aspect of the services you receive from your doctor or from North Road Medical, 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 practice 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 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

North Road Medical Pty Ltd - Fee Structure from 1st October 2023

New medical rebate amount from 1st July 2023

VISITS		Weekday Fees	New Out of pocket	Weekend Fees	New Out of pocket	Medicare Rebate
Standard Consultations '23' & Telehealth 91891	All Children (9 yrs old and under)	Bulk billed	-	\$95.00	\$53.80	\$41.20
	Adult and Children 10yrs & above	\$90.00	\$48.80	\$95.00	\$53.80	\$41.20
	DVA card holders	Bulk billed	-	Bulk billed	-	Bulk billed
	Concession Card Holders	\$71.00	\$29.80	\$85.00	\$43.80	\$41.20
	Pensioners who were patients prior to 16/8/2008 and on the pension at that time	Bulk billed	-	\$85.00	\$43.80	\$41.20
	Pensioners who joined the Practice after 16/8/2008 and current patients who became eligible for a Pension card after 16/08/2008 - Doctors Discretion	\$71.00	\$29.80	\$85.00	\$43.80	\$41.20
Long Consultations '36' & Telehealth 92746	All Children (9 yrs old and under)	Bulk billed	-	\$152.00	\$72.30	\$79.70
	Adult and Children 10yrs & above	\$147.00	\$67.30	\$152.00	\$72.30	\$79.70
	DVA card holders	Bulk billed	-	Bulk billed	-	Bulk billed
	Concession Card Holders	\$110.00	\$30.30	\$122.00	\$42.30	\$79.70
	Pensioners who were patients prior to 16/8/2008 and on the pension at that time	Bulk billed	-	\$122.00	\$42.30	\$79.70
	Pensioners who joined the Practice after 16/8/2008 and current patients who became eligible for a Pension card after 16/08/2008 - Doctors Discretion	\$110.00	\$30.30	\$122.00	\$42.30	\$79.70
Prolonged Consultations '44'	All Children (9 yrs old and under)	Bulk billed	-	\$190.00	\$72.60	\$117.40
	Adult and Children 10yrs & above	\$185.00	\$67.60	\$190.00	\$72.60	\$117.40
	DVA card holders	Bulk billed	-	Bulk billed	-	Bulk billed
	Concession Card Holders	\$160.00	\$42.60	\$165.00	\$47.60	\$117.40
	Pensioners who were patients prior to 16/8/2008 and on the pension at that time	Bulk billed	-	\$165.00	\$47.60	\$117.40
	Pensioners who joined the Practice after 16/8/2008 and current patients who became eligible for a Pension card after 16/08/2008 - Doctors Discretion	\$160.00	\$42.60	\$165.00	\$47.60	\$117.40

* DVA card holders will continue to be bulk billed

* All consultations through the practice nurse will be bulkbilled

*Concession Card Holders include Health Care Cards and Pharmaceutical Health Cards (not Senior Cards)

* All Workcover and TAC accounts will be charged the equivalent to Surgery fees

* If you have any financial issues, Please discuss with your doctor

*** PLEASE REMEMBER THAT IT IS NOT THE RECEPTION STAFF THAT DETERMINE THE BILLINGS.
IF YOU HAVE ANY CONCERNS REGARDING OUR FEES, PLEASE DISCUSS THEM WITH YOUR DOCTOR
AS THEY HAVE DISCRETION REGARDING THE FEES ***