

Eastbrooke Family Clinic Lincolnville

493-495 Keilor Rd, Niddrie, 3042

Ph. 9289 3333 Fax 9289 3399

Online Telehealth Bookings www.eastbrookemedical.com.au

Dr. John Scally	Dr. Samantha D'Cruze	Practice Manager	Mrs. Meg Twentyman
Dr. Brendan de Morton	Dr. Davorka Hemetek	Assistant Manager	Ms. Ashlee Edgar
Dr. Lyndall Dennis	Dr. Deborah Mc William	Receptionist	Mrs. Keera Monteleone
Dr. Kate Amor	Dr. Vivian Pereira	Receptionist	Ms. Nejla Emer
Dr. Catherine Falconer	Dr. Darija Grgic	Receptionist	Mrs. Gina Cincotta
Dr. Maria Sestan	Dr. Kate Murray	Receptionist	Miss Sophie Amor
Dr. Nicola Doyle	Dr. Shazia Bashir	Receptionist	Ms. Susan Fabri
		Receptionist	Miss Melanie Kourmadias
Practice Nurse	Ms. Melissa Brosnan		
Practice Nurse	Mrs. Sherrie Kourmadias		
Practice Nurse	Mrs. Kerry Edgar		

Opening Hours

Monday - Friday	8.00am-6.00pm	Sunday	CLOSED
Saturday	8.30am-12.00pm	Public Holidays	CLOSED

After Hours

The Home Doctor Service is available for after hours medical care and will organize a doctor to come to the home (not a doctor from this practice), the contact number for this service is 137 425. Please be advised that all patients with a Medicare card will be bulk billed for this service. **FOR ALL EMERGENCIES PLEASE CONTACT THE AMBULANCE SERVICE BY DIALING 000.**

Eastbrooke Family Clinic Lincolnville- Travel Clinics Australia

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Dr. John Scally	Dr. Maria Sestan	Dr. Nicola Doyle	Dr. Lyndall Dennis
Dr. Kate Amor			

PLEASE NOTE THAT DURING THE COVID 19 PANDEMIC TRAVEL HEALTH APPOINTMENTS ARE NOT AVAILABLE

Fee Policy-Telehealth Appointments

During the Covid 19 Pandemic eligible patients (Pensioners and Healthcare Card Holders, Children under 16 and patients with a Chronic Disease) will be bulk billed for telehealth consultations. For those patients who do not meet the eligibility criteria private fees will apply, these are payable via telephone once your consultation has been completed. Your GP will advise you if there is a fee to be paid.

Fee Policy-Medical Consultations Provided Onsite at the Practice

Full payment of fees is required at the time of consultation, no accounts will be issued. It is preferable to use contactless payment through EFTPOS tap and go.

Standard Consultation	Medicare Rebate	Long Consultation	Medicare Rebate
Adult \$82.00	\$38.20	Adult \$120.00	\$73.95
Child \$72.00	\$38.20	Child \$110.00	\$73.95

Pensioners and Health Care Card holders will be required to pay the full fee of \$60.00 for a standard consultation (Medicare rebate \$38.20). Please note that fees listed are accurate at time of printing and are reviewed annually each November.

You will need to register your details with Medicare so you can receive your Medicare rebate directly into your nominated bank account within 24hrs. Medicare registration forms are available from reception.

Please note that Travel Health Consultations are longer appointments and therefore attract a higher consultation fee. Travel vaccines can be costly, especially if multiple members of the family are attending for vaccinations. **Travel vaccines vary in price with some vaccines costing over \$100 per injection, the doctor will advise you regarding cost of vaccines at the time of consultation. No accounts will be issued, full payment for consultation and vaccines are required on the day of your appointment.**

Appointments during Covid 19 Pandemic

During the Covid 19 Pandemic patients can book a **Telehealth Appointment**, your GP will provide you with a consultation over the phone and you will not be required to attend at the clinic. **PLEASE NOTE PAP SMEARS, VACCINATIONS, INJECTIONS, WOUND CARE OR ANY OTHER PROCEDURAL APPOINTMENT CAN'T BE BOOKED ONLINE AND CAN ONLY BE BOOKED BY CALLING RECEPTION STAFF.** Patients who are required to attend at the clinic will be asked to wait in the carpark, your GP or Nurse will call you before inviting you in to the practice at your appointment time. **PLEASE ENSURE YOUR MOBILE PHONE NUMBER IS UP TO DATE AND SWITCHED ON.**

Long Appointments during Covid 19 Pandemic

A standard consultation is a 15 minute appointment, if you are aware that your appointment may take longer, please let reception staff know at the time of booking and a longer appointment will be issued. Examples of longer appointments are insurance examinations, employment medicals, counselling and a well women's health check.

Travel Health Appointments- PLEASE NOTE DURING COVID 19 PANDEMIC TRAVEL HEALTH APPOINTMENTS ARE UNAVAILABLE

The Travel Health Clinic is a dedicated travel service operating out of Eastbrooke Family Clinic Lincolnville that provides travel vaccinations, travel medication kits and travel advice. **Ideally travel health appointments should occur 6-8 weeks prior to travel** as some vaccinations require repeat dosing prior to departure. Travel appointments are available from Monday-Saturday. **Please note that travel appointments cannot be booked online. As the cost of a travel health consultation will vary depending on your medical history, previous vaccination history, destination, time of year that you are travelling, type of accommodation and activities planned for your holiday, please be advised that reception staff are unable to estimate the type of vaccines and cost of your consultation prior to attending for your appointment.**

Cancellations

Please contact our reception staff to advise if you are running late or wish to reschedule your appointment.

Home Visits

A limited home visit service is provided to selected patients who reside close to the practice. Visits generally occur between 1-2pm. This is a restricted service and any requests for a home visit must be triaged by a practice nurse. Please direct all enquiries regarding home visits to the practice nursing staff.

Medical Services

Counselling	Women's Health	Antenatal Shared Care	Cryotherapy	Health Assessments
Paediatric Health	Travel Medicine	Sports Medicine	Palliative Care	EPC Referrals
Suturing	Fracture Management	Removal of skin lesions	Diabetic Care	Men's Health
Medical Examinations	Wound Care	Cosmetic Procedures	Vaccinations	

Pathology Service

Australian Clinical Labs operates a pathology service at Eastbrooke Family Clinic Lincolnville Monday - Friday from 8.00am-4.00pm. The pathology collection service is located across the walkway at the medical reception desk. During the COVID 19 Pandemic, Australian Clinical Labs can only be accessed via the Keilor Road entrance.

Medical Records

All medical records remain private and confidential. Patients of our practice have the right to access their personal health information as per The Australian Privacy Act (1988). Access will be granted according to the guidelines set out by the Australian Privacy Principles.

Receiving and returning Phone Calls

If you need to speak with your Doctor, reception staff will record your message and the Doctor will return your call at a convenient time.

Test Results during COVID 19 Pandemic

Patients will be required to book a follow up appointment for test results, unless otherwise directed by the GP. During COVID 19 Pandemic patients are asked to book a Telehealth Appointment for follow up of test results.

Reminder Messages

SMS phone messages and/or letters will be issued to patients requesting them to book an appointment for items nominated on our reminder system. During the COVID 19 Pandemic you will need to contact reception staff to organise an appointment if your reminder is regarding Vaccinations, Injections, Pap Smears, as these cannot be booked online.

Scripts and Referrals during COVID 19 Pandemic

During the COVID 19 Pandemic scripts can be organised via a telehealth appointment and then faxed/posted/emailed to you or your nominated pharmacy.

Complaints Policy

Our practice is committed to providing quality medical and nursing care. Please forward any complaints to the Practice Manager verbally or in writing. Unresolved complaints can also be referred to the Health Complaints Commissioner, 26th Floor, 570 Bourke St, Melbourne, 3000, Ph. 1300 582 113 or online at hcc.vic.gov.au

Our privacy policy can be viewed in the waiting room, online at www.eastbrookemedical.com.au and is available upon request at reception.

April 2020