

Eastbrooke Family Clinic Lincolnvile

Eastbrooke Family Clinic Lincolnvile

493-495 Keilor Rd, Niddrie, 3042

Ph. 9289 3333 Fax 9289 3399

Online Bookings www.eastbrookemedical.com.au

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|------------------------|------------------------|-------------------|-----------------------|
| Dr. John Scally | Dr. Nicola Doyle | Practice Manager | Mrs. Meg Twentyman |
| Dr. Brendan de Morton | Dr. Samantha D'Cruze | Assistant Manager | Ms. Laura Twentyman |
| Dr. John Buonopane | Dr. Davorka Hemetek | Receptionist | Mrs. Keera Monteleone |
| Dr. Lyndall Dennis | Dr. Deborah Mc William | Receptionist | Ms. Miranda Storey |
| Dr. Kate Amor | Dr. Vivian Pereira | Receptionist | Ms. Tara White |
| Dr. Catherine Falconer | | Receptionist | Ms. Kirsty Meli |
| Dr. Maria Sestan | | | |

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|----------------|-------------------------|
| Practice Nurse | Ms. Melissa Brosnan |
| Practice Nurse | Mrs. Sherrie Kourmadias |
| Practice Nurse | Mrs. Kerryng Edgar |

Opening Hours

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|-----------------|----------------|------------------------|----------------|
| Monday - Friday | 8.00am-6.00pm | Sunday | 9.00am-11.30am |
| 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 DIALLING 000.**

Eastbrooke Family Clinic Lincolnvile- Travel Clinics Australia

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Opening Hours

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

Fee Policy-Medical Consultations

Full payment of fees is required at the time of consultation, no accounts will be issued.

| Standard Consultation | Medicare Rebate | Long Consultation | Medicare Rebate |
|--------------------------|-----------------|---------------------------|-----------------|
| Adult \$76.00 | \$37.05 | Adult \$111.00 | \$71.70 |
| Child \$66.00 | \$37.05 | Child \$101.00 | \$71.70 |
| Sunday Adult Fee \$96.00 | \$49.00 | Sunday Adult Fee \$136.00 | \$83.95 |
| Sunday Child Fee \$81.00 | \$49.00 | Sunday Child Fee \$121.00 | \$83.95 |

Pensioners and Health Care Card holders will be required to pay the full fee of \$57.05 for a standard consultation (Medicare rebate \$37.05). Please note that fees listed are accurate at time of printing and are reviewed annually each November.

If you elect to register your details with Medicare then you will receive your Medicare rebate directly into your nominated bank account within 24hrs. Medicare registration forms are available from reception.

Fee Policy-Travel Health Consultations

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

Attendances at Eastbrooke Family Clinic Lincolnville and the Travel Clinic Monday- Saturday are by appointment only. **Online appointment bookings are available for patients already registered with our clinic and are the preferred method of booking; these can be accessed via our website at www.eastbrookemedical.com.au.**

Unfortunately travel health appointments are unable to be booked online, we request that you ring our reception desk and specifically ask for a "travel health consultation".

One doctor is allocated to work a short consulting session on Sunday mornings. Patients are able to come down to the clinic on Sunday morning and will be seen in order of attendance. Priority will be given to patients with more urgent medical conditions. No phone or online appointment bookings are available on Sundays. Travel health consultations are not available on Sundays.

Long Appointments

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

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

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|----------------------|---------------------|-------------------------|-----------------|--------------------|
| 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

St John of God operates a pathology service at Eastbrooke Family Clinic Lincolnville Monday - Friday from 8.00am-5.00pm and Saturday 9.00am-12.00pm. The pathology collection service is located across the walkway at the medical reception desk.

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 (1998). Access will be granted according to the guidelines set out by the Australian Privacy Principles.

Test Results

Patients will be required to book a follow up appointment for test results, unless otherwise directed by the GP.

Scripts and Referrals

No scripts or referrals will be issued without an appointment.

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 Care Complaints Commissioner, Level 26, 570 Bourke St, Melbourne, 3000, Ph 1300 582 113 or email hsc@health.vic.gov.au.