

Patient Information Sheet

MISSION STATEMENT

'We aim to provide excellent health care in our community incorporating prevention, diagnosis, management and ongoing care for our patients.'

'We aim to facilitate a supportive, collaborative environment where all staff are valued and respected, working together to provide excellent patient care'.

OUR TEAM

Doctors

Dr John Scally

MBBS, FRACGP, CTH

Dr Brendan de Morton

MBBS, FRACGP, MSpMed, FASMF

Dr Lyndall Dennis

MBBS, FRACGP, DRANZCOG

Dr Kate Amor

MBBS, FRACGP, DRANZCOG

Dr Catherine Falconer

MBBS, FRACGP, DRANZCOG

Dr Maria Sestan

MBBS, FRACGP, DRANZCOG

Dr Nicola Doyle

MBBS, FRACGP

Dr Samantha D'Cruze

MBBS, FRACGP

Dr Davorka Hemetek

MBBS, FRACGP, DRANZCOG

Dr Deborah McWilliam

MBBS, FRACGP

Dr Vivian Pereira

MBBS, FRACGP

Dr Darija Grgic

MBBS, FRACGP, MPH

Dr Shazia Bashir

MBBS, FRACGP

Dr David Beaini

BSc(Hons), MBBS, FRACGP

Dr Sylvia Hanania

MBBS, FRACGP

Administration Team

Practice Manager

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Aashna Vashishth

Nejla Emer

Opening Hours

Monday - Friday

Saturday

8.00am - 6.00pm (RECEPTION PHONES ARE AVAILABLE UNTIL 5:00PM)

8.30am - 12.00pm

SUNDAYS & PUBLIC HOLIDAYS

CLOSED

AFTER HOURS

The Home Doctor Service is available for after-hours medical care and will organise 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 CONTACT THE AMBULANCE SERVICE BY DIALLING 000.

APPOINTMENTS

Appointments at Eastbrooke Family Clinic Lincolnvile and the Travel Clinic are available Monday to Saturday and are by appointment only. Online booking is the preferred method of booking. It's designed to make booking simple and easy, and you can view current appointment availability. **Access our booking system via our website at eastbrookemedical.com.au**

Eastbrooke | Family Clinic Lincolnville

Some appointments are not available online, for example Travel Health Appointments, Care Plans, Health Assessments, Vaccines & COVID vaccines. Please phone our reception team and request the type of consultation you require on (03) 9289 3333.

REMINDER SYSTEM

All appointment reminders are automatically generated through our Practice Software. This confirms the Doctor, appointment date, time and asks that you confirm or cancel the appointment via return SMS 'Yes' or 'No'. Appointments that receive a 'No' response will be automatically cancelled. Unconfirmed appointments cannot be guaranteed. If you chose to opt OUT of our reminder system, please advise the reception team.

Clinical Reminders are managed through an automated SMS platform or a letter via the post. If you receive a reminder via SMS or letter, please contact the rooms to organise your follow up appointment on (03) 9289 3333.

LONG APPOINTMENTS

A standard review consultation is 15 minutes. If you are a New Patient or, are aware that your appointment may take longer, you must advise the reception staff at the time of booking so a longer appointment can be allocated. If your appointment lasts longer than the 15 min allotment, you will be charged for a long appointment. Examples of longer appointments are insurance examinations, employment medicals, counselling and a well women's health check. Failure to indicate longer appointment times, may result in you having to reschedule your appointment.

FEES & BILLING ARRANGEMENTS

Eastbrooke Family Clinic Lincolnville is a Private Billing Practice.

Our focus is to deliver all patients high quality, individualised health care. Doctors at Eastbrooke Family Clinic Lincolnville bill independently – see table below. Full payment of fees is required at the time of consultation and no accounts will be issued.

Please note that fees listed are accurate at time of printing and are reviewed periodically. If you elect to register your details with Medicare then you will receive your Medicare rebate directly into your nominated bank account within 24hrs.

If you've reached your Medicare threshold for the calendar year, your out-of-pocket costs will be less than those stated above. Visit Medicare's website and search for 'thresholds' if you'd like more information.

CONSULTATION FEE SCHEDULE

STANDARD CONSULTATION	Fee	Saturday	Rebate
Adult	\$ 95.00	\$ 100.00	\$ 41.20
Child *	\$ 85.00	\$ 90.00	\$ 41.20
Pensioner	\$ 75.00	\$ 80.00	\$ 41.20
LONG CONSULTATION	Fee	Saturday	Rebate
Adult	\$ 145.00	\$ 150.00	\$ 79.70
Child *	\$ 135.00	\$ 140.00	\$ 79.70
Pensioner	\$ 125.00	\$ 130.00	\$ 79.70
TELEHEALTH ITEMS	Fee	Saturday	Rebate
Adult	\$ 95.00	\$ 100.00	\$ 41.20
Child *	\$ 85.00	\$ 90.00	\$ 41.20
Pensioner	\$ 75.00	\$ 80.00	\$ 41.20
Short (< 6 mins)	\$ 50.00	\$ 55.00	\$ 18.85

* Dr Shazia Bashir & Dr Catherine Falconer apply the same fee for both adults and children.

Some procedures incur an additional 'out of pocket' cost (i.e., Not limited to: Iron infusions and skin excisions). Please discuss with your doctor or reception to check if this applies to you.

TELEHEALTH CONSULTATIONS

All telehealth consultations are privately billed as per the above fee schedule. If you have seen the doctor face to face in the past 12 months, you will be entitled to a Medicare rebate. Under the Medicare regulations, if you have not seen a doctor in our clinic in the previous 12 months, there is no Medicare rebate available. Private fees apply.

CANCELLATIONS

We have multiple ways of cancelling an appointment. AMS app (Manage your booking) OR phoning our reception team OR reply 'No' to an SMS reminder. It is extremely important to cancel an appointment as soon as possible so that we can offer this to another patient who may be waiting to see the doctor.

Please note that we have a strict 2-hour cancellation policy, meaning that we require a minimum of 2 hours' notice for cancellation/changes to an appointment. The full appointment fee will be charged to patients who do not provide us with the required notice period and this is not claimable through Medicare.

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 the consultation and vaccines are required on the day of your appointment.

TRAVEL HEALTH APPOINTMENTS

The Travel Health Clinic is a dedicated travel service operating out of Eastbrooke Family Clinic Lincolnville that provides travel vaccinations 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. 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.

HOME VISITS

A limited home visit service is provided to selected patients who reside close to the practice. Visits are organised through the responsible General Practitioner after A consultation with the patient/family. This is a restricted service and any requests for a home visit must be accepted by the responsible General Practitioner.

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 | * Wound Care / Suturing | * Fracture Management |
| * Removal of skin lesions | * Skin Cancer Checks | * Men's Health |
| * Medical Examinations | * Cosmetic Medicine | * Vaccinations |
| * Pre-Employment Medicals | * Workcover/TAC claims | * Iron Infusions |
- * COVID Vaccinations (Astra Zeneca, Pfizer and Novavax available)
 - * Long-acting reversible contraception – Implanon/Intrauterine device (Mirena / Kyleena)

PATHOLOGY SERVICE

Australian Clinical Labs operates a pathology service at Eastbrooke Family Clinic Lincolnville Monday - Friday from 8.00am-4.00pm 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 (1988). Access will be granted according to the guidelines set out by the Australian Privacy Principles.

TEST RESULTS

Patients are required to book a follow up appointment for test results, unless otherwise directed by the GP. This can be done via telehealth, however as per the Medicare rules, you must have seen the doctor in the rooms face to face within the past 12 months to be eligible for a Medicare rebate.

Any-one who does not have an appointment in the system, will receive an SMS reminder that they are required to see the Doctor to discuss their results.

MANDATORY MASK POLICY

We insist that anyone visiting an Eastbrooke centre as a patient, as a carer or assisting a friend or relative, must wear a face covering.

This remains our requirement, regardless of state government directives about mask-wearing in public places.

Please understand that a medical centre is a sensitive environment, where the health and safety of medical centre staff, doctors and other patients remains our priority.

AGGRESSIVE BEHAVIOUR - Our Zero Tolerance Policy

Eastbrooke believes strongly in maintaining a safe and inclusive environment for all patients, clinic staff, nurses and doctors. Everyone deserves to go about their day without the risk of being a victim of aggression or violence.

Any form of this behaviour will not be tolerated at our clinic. Anyone acting inappropriately will be asked to transfer care to another provider.

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 Street, 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.