

# Eastbrooke Family Clinic Lincolville

## Eastbrooke Family Clinic Lincolville

493-495 Keilor Rd, Niddrie, 3042

Ph. 9289 3333 Fax 9289 3399

Online: [www.eastbrookemedical.com.au](http://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. Shazia Bashir	Receptionist	Miss Sophie Amor
Dr. Nicola Doyle	Dr. David Beaini	Receptionist	Ms. Susan Fabri
		Receptionist	Miss Melanie Kourmadias
Practice Nurse	Ms. Melissa Brosnan		
Practice Nurse	Mrs. Sherrie Kourmadias		
Practice Nurse	Mrs. Kerryn Edgar		

### Opening Hours

Monday - Friday	8.00am-6.00pm	Sunday	<b>CLOSED</b>
Saturday	8.30am-12.00pm	<b>Public Holidays</b>	<b>CLOSED</b>

### 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 Lincolville- Travel Clinics Australia

493-495 Keilor Rd, Niddrie, 3042

Ph. 9289 3333 Fax 9289 3399

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

From the 1/10/2020 Telehealth appointments will be charged a consultation fee (unless they are a 5 minute telehealth appointment for results, ongoing referrals or re issue of scripts by your usual GP which will be bulk billed).

### 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 \$85.00	\$38.75	Adult \$135.00	\$75.05
Child \$75.00	\$38.75	Child \$125.00	\$75.05

**Pensioners and Health Care Card holders will be required to pay the full fee of \$65.00 for a standard consultation (Medicare rebate \$38.75).** 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.

### Fee Policy-Travel Health Consultations \* TRAVEL HEALTH APPOINTMENTS ARE CURRENTLY UNAVAILABLE\*

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

#### Consultations at the clinic

As Victoria moves towards a “COVID normal “existence our appointment booking and arrival procedures will continue to alter to reflect safe working practices. Currently you can book to see your GP at the clinic online or by phoning reception. **PLEASE NOTE CERVICAL SCREENING, VACCINATIONS, INJECTIONS, WOUND CARE OR ANY OTHER PROCEDURAL APPOINTMENT CAN’T BE BOOKED ONLINE AND CAN ONLY BE BOOKED BY CALLING RECEPTION STAFF. Patients must present to the reception desk upon arrival** so they can be quickly screened before being directed to the waiting room. Due to COVID workplace restrictions we

request that you attend for your appointment alone unless you are required to bring a carer, translator or adult supervision. We also request that you attend **5 minutes prior to your appointment time** as we are subject to strict control of numbers permitted in the waiting room.

### **Telehealth appointments**

Telehealth consultations are available to conduct your consultation either over the phone or via video link on your mobile phone/computer/iPad or tablet. Telehealth appointments cannot be booked online, please contact reception if requesting a telehealth appointment. You will receive a link via email which you can open to access your GP via the CoviU platform. **PLEASE ENSURE YOUR MOBILE PHONE NUMBER IS UP TO DATE AT THE CLINIC, CHARGED AND SWITCHED ON AT THE TIME OF YOUR TELEHEALTH CONSULTATION.**

### **5 minute Telehealth appointment**

A bulk billed 5 minute telehealth appointment is available to organise scripts for your usual medication and to issue ongoing referrals to specialists. Please phone reception staff if requesting a "5 minute telehealth" appointment.

### **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, multiple health issues, 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 and Saturday 9.00am-12.00pm. The pathology collection service is located across the walkway from the medical reception desk. Please ensure you sit on allocated Australian Clinical Labs seating when attending for pathology collection.

### **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 the COVID 19 Pandemic 5 minute telehealth appointments are available to discuss test results only with your referring GP.

### **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, Cervical screening, as these cannot be booked online.

### **Scripts and Referrals during COVID 19 Pandemic**

During the COVID 19 Pandemic ongoing scripts and referrals can be organised via a telehealth consultation with your usual GP. Ongoing referrals can also be organised via a telehealth appointment which can then be sent electronically to your specialist.

### **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, 26<sup>th</sup> Floor, 570 Bourke St, Melbourne, 3000, Ph. 1300 582 113 or online at [hcc.vic.gov.au](http://hcc.vic.gov.au)

**Our privacy policy can be viewed in the waiting room, online at [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au) and is available upon request at reception.**

**March 2021**

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### Opening Hours

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Saturday

8.30am-12.00pm

Sunday

**CLOSED**

**Public Holidays**

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### Fee Policy

#### Telehealth Consultations

From the 1/10/2020 Telehealth appointments will be charged a consultation fee (unless they are a 5 minute telehealth appointment for ongoing referrals or re issue of scripts by your usual GP which will be bulk billed).

#### 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.

### Appointments during Covid 19 Pandemic

#### Consultations at the clinic

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### **Scripts and Referrals during COVID 19 Pandemic**

During the COVID 19 Pandemic ongoing scripts and referrals can be organised via a 5 minute telehealth consultation with your usual GP. Scripts can either be posted or sent electronically to your phone or pharmacy. Referrals can also be mailed or sent electronically to your specialist.

### **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, 26<sup>th</sup> Floor, 570 Bourke St, Melbourne, 3000, Ph. 1300 582 113 or online at [hcc.vic.gov.au](http://hcc.vic.gov.au)

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**October 2020**