

EASTBROOKE FAMILY CLINIC LINCOLNVILLE

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, DRANZCOG, 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

Nursing Team

Sherrie Kourmadias
Natasha Beattie

Abbie McDonnell

Samantha Psaila

Administration Team

Practice Manager
2IC
Reception Team

Sonia Henselis
Nejla Emer
Gina Cincotta, Sophie Amor, Susan Fabri, Jenny Birang.

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.

FEE POLICY-MEDICAL CONSULTATIONS

Eastbrooke Family Clinic Lincolnvile is a Private Billing Practice.

Full payment of fees is required at the time of consultation, no accounts will be issued. Some procedures incur an 'out of pocket' cost (ie. Not limited to: Iron infusions and skin excisions). Please discuss with your doctor or reception to check if this applies to you.

	Standard Consultation	Medicare Rebate	Long Consultation	Medicare Rebate
Adult	\$ 85.00	\$ 39.10	\$ 135.00	\$ 75.75
Child	\$ 75.00	\$ 39.10	\$ 125.00	\$ 75.75
Pension/HCC	\$ 65.00	\$ 39.10	\$ 115.00	\$ 75.75

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.

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

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.**

APPOINTMENTS

Appointments at Eastbrooke Family Clinic Lincolnvile and the Travel Clinic are available Monday to Saturday and are by appointment only. **Online appointment bookings are available for patients already registered with our clinic and is the preferred method of booking. You can book via our website at www.eastbrookemedical.com.au or book through the AMS app on your smart phone.**

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.

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. 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.

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

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.

*** Due to the high demand for appointments, late cancellations (under 2 hours) or non-attendance to an appointment will attract a fee of \$50.00 for review consultations and \$75.00 for long consultations**.*

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.

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.