

## Patient Information Sheet

75-77 Roslyn Road	Practice Hours	
BELMONT 3216	Monday to Friday:	8.00 am – 6.00 pm
Phone: (03) 4206 7333	Saturdays:	9.00 am – 12.00 pm
Fax: (03) 4206 7355	Public Holidays:	CLOSED
	Sunday	CLOSED

### **About Our Medical Centre**

The Centre offers patients comprehensive care. Patients are able to visit doctors by appointment.

All doctors working here conduct their own independent practice in an ethical environment. The goal of the practice is to provide, in a professional and efficient manner, all general practice needs and associated health services to the community in a pleasant environment, and at a convenient location. The doctors have an interest in Men's, Women's and Children's health in addition to chronic disease management, preventative care and Travel Vaccinations.

Staff have extensive experience in a medical environment and are committed to providing you with the best of care. Our treatment room is staffed with Registered Nurses with many years of practice nursing experience. Please contact a member of our team should you have any queries regarding the practice or the doctors.

### **Appointments with your Doctor**

Please ring 4206 7333 for an appointment or use our online booking system for standard appointments, available online at [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au)

Not all Doctors are available on the online booking system as some Doctors have a full patient list, if your GP is not available online please call reception to book an appointment. Appointments are usually made at 15-minute intervals. Longer consultation times are available with your GP by calling the clinic and specifying that a longer consultation is needed.

Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

## Free Interpreting Service

The Department of Social Services provides our Doctors a free interpreting service for Medicare card holders. Interpreters can be accessed over the phone either on the day of the appointment or can be pre-booked for a phone or onsite translating service. Please make our reception staff aware if you are wanting to use this service so that we can make arrangements.

## Travel Consultations/Immunisations

We can assist you with travel vaccinations. Travel consultation appointments are more complex and will need to be made over the phone through our reception staff. Paperwork regarding destinations and previous immunisation history is important and will need to be completed and returned prior to the day of consultation. The reception staff will assist you with this at the time of making your appointment. When possible vaccinations will be given on the day of the consultation and arrangements will be made for follow up vaccinations when needed.

## Fees and billing arrangements

Our focus is to deliver our clients high quality health care. To enable us to do this our services are privately billed. The individual circumstances and needs of our clients is also important to us and we recognize in some instances that bulk billing may be required, please speak to our staff for details.

Discounts are offered to holders of Health Care Cards and Pension Cards. We accept cash, EFTPOS and most major credit cards. Please note that Saturday medical appointments do attract a higher fee.

Standard Consultation	\$ 79.00	Concession \$69.00 (Medicare rebate \$37.60)
Long Consultation	\$120.00	Concession \$110.00 (Medicare rebate \$72.80)

Medicare rebates will be claimed at the time of payment and reimbursed to you by the method you have arranged with Medicare. Our fees are not greater than recommended by the Australian Medical Association. Full payment is required at the time of service.

Other fees may apply depending on the service provided by the doctor. Please speak to reception regarding fees provided for other services if you are unsure.

The following services are not covered by Medicare:

- Workers Compensation
- Pre-employment Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare
- Transport Accident Commission (claim information required)
- Iron Infusions
- Travel Vaccinations
- Additional fees for wound care and procedures will apply in some instances. You will be advised prior to treatment of any out of pocket expenses.

## After Hours

Our clinic has organised out of hours coverage through the National Home Doctor Service.

If you require medical attention outside operating hours, we will direct you to call this service on 13 74 25. The National Home Doctor service operates from 6pm weekdays, 12 noon Saturday, all day Sunday

and all public holidays. They are an accredited medical deputising service, providing in home consultations, bulk billed. Record of your consultation will then be forwarded to your GP providing you with continuity of care.

### **Home Visits / Nursing Home**

Home visits and Nursing Home Visits are available for regular patients whose condition prevents them from attending the Medical Centre and whose Doctor is available to continue care for these patients. Please discuss this option with your doctor.

### **Telephone Access**

Doctors in the Medical Centre may be contacted via our reception staff during normal operating hours. The reception staff will take a detailed message and forward this on to the doctor as soon as possible. In an emergency please briefly explain to reception staff the situation so that your call can be triaged and directed to a nurse or doctor promptly.

### **Electronic Communication**

There are risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Our practice does not send any communications to other healthcare providers by email and as a policy all email communication containing personal health information is discouraged.

### **Parking and Disabled Access**

Ample car parking is available. You can enter our building from either Corio Street or Roslyn Road. The Corio street entrance provides some on street parking and the Roslyn Road entrance has an off street car park with allocated disability parking. A Wheelchair is available if needed.

### **Reminders System**

Our practice is committed to preventative care. The doctors of this medical centre will include you on our database for a reminder for cervical screening tests, chronic disease care plans, immunisations and other preventative health care issues. We will provide you with this service via SMS or letter so that you can make the appropriate appointment arrangements. If you do not wish to be part of this system, please let your GP know.

### **Repeat prescriptions and referrals**

Doctors providing prescriptions, referrals to specialists or pathology test results are responsible ethically and legally to ensure these are correct and warranted. Therefore, a consultation with a doctor is necessary.

### **Test results**

If you have had tests you need to follow up the results. Our staff are available to assist you with checking results between the hours of 3pm and 5.30pm Monday to Friday. If you require interpretation of results or any ongoing concerns, you will need to make an appointment with your GP to discuss any follow up management that may be required.

When the doctor receives your results, they may request a follow up appointment. The clinic will then make contact with you to arrange this. Our staff are not able to interpret results over the phone.

## **Your Feedback**

We have a feedback form and box located at reception desk for patients to provide feedback, please complete and place in box, alternatively hand to reception staff or Practice Manager.

## **Medical Records and Privacy**

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and ensure this information is only available to authorised members of staff.

Eastbrooke Family Medical complies with the Privacy Act 1988 including the way we collect, store, use and disclose health information.

For more information, please ask for a copy of our Privacy Policy Statement at reception.

Patients of this practice have the right to access their personal (and health) information under legislation. The *Privacy Act 1988* and *Australian Privacy Principles* (APPs) govern health service providers' and other organisations' obligations to give patients access to their personal health information on request, subject to certain exceptions and the payment of fees (if any). Should you require access to your medical information held by this Centre please discuss this with your Doctor or the Practice Manager.

## **Your Rights**

If you are concerned with any aspect of the service you receive at our medical centre we are keen to hear about it. Please speak to the Practice Manager or your doctor to discuss your concerns. If you prefer to write to us please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Centre. However, if you feel the need to discuss a matter outside of the Medical Centre, you may contact the Health Complaints Commissioner. The contact details are:

Health Complaints Commissioner  
Level 26, 570 Bourke Street  
MELBOURNE VIC 4000  
Freecall: 1800 582 113  
[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

**This practice has a no smoking policy in and around the building.**

## Our Services

### **Minor Operations**

In addition to standard Medical Centre service, we also offer a range of minor operations including cryotherapy and minor surgery. We suture lacerations and treat un-displaced fractures. All our surgical instruments are sterilised to prevent cross infection.

- General Practitioners
- Pathology
- Injury Treatment
- Minor Procedures
- Paediatrics
- Adolescent Health
- Women's Health
- Immunisations and Vaccinations
- Travel Medicine
- Men's Health
- ECGs
- Veteran's Health
- Antenatal Care
- Chronic Disease Management
  - Diabetes
  - Asthma
  - Mental Health
  - Depression
  - Heart Disease
  - Pre-Employment Medicals
  - Industrial Medicine
  - Hearing Testing
  - Breathing Testing
  - Urine Testing

## Our Nurses

**Verelle Walters**  
**Lisa Borcuk**  
**Ros Allen**  
**Lucy Osmond**  
**Megan Sturrock**

## Our Support Staff

**Practice Manager:**  
**Second in Charge:**  
**Reception**

**Gym Receptionist:**

**Vicky Rouse**  
**Michelle Coventry**  
**Kelli**  
**Joanne**  
**Kelly**  
**Annabel**  
**Sam**  
**Ashleigh**  
**Louise**  
**Joanne**

## Our Doctors \*Accepting New Patients

**\*Dr David Allen** MBBS, RACGP, Dip Child Health

Covers all aspects General Practice, including special interests in Child Health and Travel Medicine

**\*Dr Milan Amirgol** BMBS, FRACGP

All aspects General Practice with special interests including Skin Cancerology, Family Medicine and Travel Medicine. Speaks Farsi

**\*Dr Mark Carswell** BSc MBBS DRCOG DFFP MRCGP FRACGP

All aspects of General Practice including special interests in Obstetrics, Sports Medicine, Paediatrics and Dermatology

**Dr Michael Eid** MB ChB, M Env St

All aspects of General Practice, including special interests in Diabetes, Cardiology and Environmental health. Speaks Arabic

**Dr Paul McKeegan** MBBS, FRACGP, DRANZCOG

All aspects of General Practice with special interests in Paediatrics, Antenatal Care and Minor Surgery

**\*Dr James Magarey** MBBS, FRACGP

Special interests Paediatrics, Antenatal care, Surgical Procedures, Veterans, Family Medicine and Travel Medicine

**\*Dr Nataliya Titova** MBBS, FRACGP, Dip Child Health.

All aspects of General Practice with special interests in Women's, Children's Health and Dermatology. Speaks Russian

**Dr Robert Ward** MBBS, DRANZCOG, FRACGP

All aspects of General Practice with special interests in Pediatrics, Diabetes, Preventative Health, Children with Disabilities and Travel Medicine.

**\*Dr Avinash Rajcoomar** MD, DRANZCOG, FRACGP

All aspects of General Practice with special interests in Skin and children's health. Available for appointments on Saturdays on a rotational basis.

**\*Dr. Youn Khozouei MD** MRCPsych, FRANZCP

Consultant Psychiatrist. Speaks Farsi