

EASTBROOKE FAMILY CLINIC ESSENDON

Patient Information Sheet

162 –178 Keilor Road

Essendon North VIC 3041

Phone: (03) 8354 1111

Fax: (03) 8354 1199

Web site: www.eastbrookemedical.com.au

Clinic email: reception.essendon@eastbrookemedical.com.au

Practice Hours

Monday to Friday: 8:00 am – 5:00 pm

Saturday: Closed

Sunday: Closed

Public holidays: Closed

Pathology hours:

Monday to Friday: 8:00 am - 12:30 pm and 1:30pm - 5:00pm

About Our Family Clinic

Eastbrooke Family Clinic offers patients comprehensive care through quality family medicine. Our clinic has a number of male and female GPs with a high degree of medical expertise. Our treatment room is staffed with Division 1 Nurses with many years of practice nursing experience. Patients are able to visit the doctors on an appointment basis. The centre is open 7 days a week.

The doctors have an interest in Men's, Women's and Children's health in addition to chronic disease management, diabetes, asthma, immunisation, cervical screening and other preventive care. Some of our doctors participate in Shared Antenatal Care with the major public hospitals.

In addition to standard clinic services we also offer a range of procedures including diathermy, cryotherapy, suture of lacerations and minor surgery.

Allied Health services available at the clinic include: Pharmacy, Podiatry, Psychology and Dietetics. There is also a Pathology collection service on site.

Appointments with your Doctor

Our preferred booking method for your GP is our online booking system; please visit www.eastbrookemedical.com.au and follow the simple steps. (Existing patients only) You can also make an appointment by phoning the clinic on 8354 1111. Appointments are for 15 minutes, if you think you will need extra time please make your appointment by phone and ask the receptionist for a long appointment.

Online booking- Please update your Medicare Card details to allow the online booking system to work efficiently. (Unavailable for new patients)

'On the day appointments' are available Mon-Fri; these are provided for emergency priority appointments, please book online or contact the practice from **8.15am** and our reception staff will fit in an appointment accordingly.

If you or family members require an interpreter we can organize this for you. Please let us know when you make an appointment.

Fees and billing arrangements

Fees	Private	Concession Rate	(Medicare Rebate)
Brief Consultation (0-5 mins)	\$55	\$41	\$17.50
Standard consultation (6-20 mins)	\$85	\$65	\$38.20
Long Consultation (21-40mins)	\$135	\$115	\$73.95
Prolonged Consultation (>40mins)	\$175	\$155	\$108.85
Saturday mornings	\$90	\$70	\$38.20
Sunday mornings			
Standard Consultation	\$100		\$49.80
Long Consultation	\$140		\$85.30

A non-attendance fee of \$20 may apply if 24hrs notice is not given prior to appointment.

Please note - in certain circumstances bulk billing may be available to Pensioners and Health Care Card holders. ***This is not automatic and is up to the discretion of each doctor.*** We will continue to bulk bill children for Immunisations in accordance with the Immunisation Schedule.

There are some consultations that cannot be bulk billed and these include such things as:

- Workers Compensation
- Pre- employment Medical Examinations
- Insurance Medicals
- Providing services to people not covered by Medicare/Veterans Affairs

Patient File Transfers: Fee \$10 on CD

Photo copies & includes postage \$20 (GST not included)

Speak to our friendly reception staff for details.

Treatment Room Charges

Please note you may incur a private fee for treatment room charges which is not refundable from Medicare. Examples of this are; bandages, plaster etc.

Home Visits

Home visits may be available for regular doctors' patients whose condition prevents them from attending the Clinic. Please discuss fees and billing arrangements with your doctor.

After Hours

If medical attention is required outside operating hours, a telephone call to the clinic on (03) 8354 1111 will put you in contact with the after hour's care we have organized with Home Doctor Service which is an accredited service. You can also contact them directly on 13 7425.

Pathology/Radiology Results In most cases patients will be asked to make a follow up appointment to receive test results. To ensure our staff maintain strict patient confidentiality and comply with the National Privacy Act, it is the policy of this medical centre that Pathology and Radiology test results will not be given over the telephone by our reception and nursing staff.

Communication Policy

Patients are able to obtain advice or information relating to their clinical care by telephone where a GP determines that this is clinically safe and that a face-to-face consultation is unnecessary.

Reminder System

Our practice is committed to preventive health care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception know.

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 authorized members of staff.

Eastbrooke Medical Centre's complies with the Privacy Act 1988 and the Australian Privacy Principles 2014 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. Should you require access to your medical information held by this centre please discuss this with your doctor or the Practice Manager.

Parking and Disabled Access

Car parking is available in a parking area behind the clinic or on side streets. There is a separate parking bay which is behind the clinic allocated to our disabled patients.

Your Feedback/Suggestion box

We have a feedback form and box located in the waiting room for patients to provide feedback or suggestions to help improve our practice.

You're Rights

If you have a problem with any aspect of the service you receive at our clinic we are keen to hear about it. We take your concerns, suggestions and complaints seriously. 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 the waiting room.

We believe that problems are best handled within the clinic. However, if you feel the need to discuss a matter outside the clinic, you may contact the Health Care Complaints Commission. The contact details are:

Health Care Complaints Commission
570 Bourke Street
MELBOURNE VIC 4000

Tel: (03) 8601 5200
Fax: (03) 8601 5219
