



## PATIENT INFORMATION SHEET

313 Serpells Road

DONCASTER EAST VIC 3109

Phone: (03) 9842 1299 Fax: (03) 9841 7889

Email: [reception.doncaster@eastbrookemedical.com.au](mailto:reception.doncaster@eastbrookemedical.com.au)

**Monday-Friday:**

8.00 AM – 6.00 PM

**Saturday:**

9.00 AM - 11.00 AM – WALK IN APPOINTMENTS ONLY

**Sunday & Public Holidays:**

**CLOSED**

### About Our Medical Centre

Eastbrooke Family Clinic Doncaster is a **Private Billing** practice that is committed to providing comprehensive general practice to all individuals and families in this community. Our Doctors and clinic are committed to upholding a high standard of clinical care, and participate in ongoing education to maintain these professional standards. All consultations and records are kept strictly confidential.

This practice has a ZERO tolerance to violence against healthcare workers (both verbal and physical) & is also a No smoking zone. Eastbrooke Family Clinic Doncaster has received full accreditation status, recognizing the high quality service we provide to our patients 6 days a week. We look forward to welcoming you and your family to our clinic.

### Appointments with your Doctor (Including Telehealth\*)

Appointments can be made by phoning the clinic on **(03) 9842 1299** or booked online at [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au) \*If you suspect you may have an infectious disease, please let us know at the time of your booking and we ask on your arrival you call us from the car so as the appropriate measures can be taken.

*For **ALL** Telehealth consultations, please call the clinic. These cannot be booked online.*

**Standard** consultations are 15 minutes. (Script request, referrals, results, 1 matter to discuss)

**Longer** consultations are 30 minutes. (Complex matters, care plans, 2 matter to discuss)

**Extended** consultations are 45 + minutes. (Health assessments, TAC, Workcover, 3 matters to discuss)

All **initial consultations** require a long consultation and can only be booked by phoning the surgery.

### Fees And Billing Arrangements (AMA)

The practice bases its fees on the AMA fee structure and the content based consultation schedule as per the Health Insurance Commission. <https://www.ama.com.au/>

This means that fees are charged according to the content of the consultation with more complex visits attracting a greater fee. These Fees are increased every November.

**-We require all accounts be paid at the time of the consultation-** We accept Cash or credit cards (not Amex). Valid Concession cardholders may be charged a discounted fee at the Doctors discretion.

### Repeat Prescriptions and Referrals

In all cases, requests for prescriptions and referrals will require an appointment.

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### Fees And Billing Arrangements (AMA) Continued...

<b>Standard Consultation</b>	\$92.00	<b>Concession</b>	\$ 69.00	(Medicare rebate \$41.20)
<b>Long Consultation</b>	\$164.00	<b>Concession</b>	\$112.00	(Medicare Rebate \$79.70)
<b>Extended Consultation</b>	\$246.00	<b>Concession</b>	\$146.00	(Medicare rebate \$117.40)

With your *consent*, we are able to electronically lodge your claim directly to Medicare, at the end of your consultation once payment has been processed.

The below **services** attract their own fees and **cannot be bulk billed**:

Workers Compensation (including TAC), Pre-Placement Medical Examinations, Insurance Medicals, Consumables and items that do not attract a Medicare rebate for card holders

### Electronic Communication

Our practice policy states that we will **not** send any communications containing personal health information unless your written consent is provided.

### After Hours

Our practice uses the National Home Doctor Service: <https://homedoctor.com.au/>

The National Home Doctor operates from 6pm weekdays, 12 noon Saturdays and all day Sundays and public holidays. You can call this service on **13 SICK (13 74 25)**

### Interpreting Service

If you need an interpreter please contact Translating and Interpreting Services on: **131 450**

<https://www.tisnational.gov.au/>

### Clinic Parking and Disabled Access

The surgery has wheelchair access for patients with disabilities and an allocated spot.

Ample off street car parking, as well as on the premises parking is available to our patients.

### Your Feedback, Quality and Improvement

We take your feedback very seriously and will try to improve on any recommendations made from our patients. Feel free to access this on our website: <https://eastbrookemedical.com.au/about-us/contact-us/>

### Your Rights

If you have any issues you would like to raise in regards to the service you receive at our medical Centre please speak to the Practice Manager or your doctor .

Any further concerns can be directed to: **Health Services Commissioner**, Level 25,570 Bourke Street, Melbourne VIC 3000. **Phone:** 1800 136 066 **Email:** [enquiries@dhhs.gov.au](mailto:enquiries@dhhs.gov.au)

### Reminders System

Our practice is committed to preventative 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

It is the policy of this practice to maintain security of personal health information at all times. Eastbrooke Family Clinic Doncaster complies with *the Privacy Act 1988* which Includes the way we collect, store, use and disclose health information. Should you require access to your medical information held by this centre please discuss this with your Doctor or the Practice Manager. **Please note:** charges may apply.

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