



## PATIENT INFORMATION SHEET

313 Serpells Road  
DONCASTER EAST VIC 3109  
Phone: (03) 9842 1299  
Fax: (03) 9841 7889

Monday-Friday: 8.00 am – 6.30 pm - Appointment Only  
Saturday: 9.00 am - 11.00 am - No Appointment Necessary  
Sunday: CLOSED  
Public Holidays: CLOSED

### About Our Medical Centre

Eastbrooke Family Clinic Doncaster is located at 313 Serpells Road Doncaster East VIC 3109. The clinic is committed to providing comprehensive general practice healthcare to all individuals and families in this community. All consultations and records are kept strictly confidential. Our Doctors are committed to upholding a high standard of clinical care and participate in ongoing education to maintain these professional standards. Eastbrooke Family Clinic Doncaster has received full accreditation status, recognizing the high-quality service we provide to our patients 6 days a week.

### Appointments with your Doctor

Appointments can be made by phoning the clinic or booking online at [eastbrookemedical.com.au](http://eastbrookemedical.com.au) Standard consultations are 15 minutes, with longer consultations and procedures allocated where necessary. To help keep waiting times to a minimum, please notify the receptionist if you have complex or multiple problems to discuss that require a longer appointment. All initial consultations for new patients require a longer appointment that can only be booked by phoning the surgery.

If you suspect you may have an infectious disease, please let us know when making your appointment and on your arrival so the appropriate precautions can be taken. Please follow all instructions posted outside the clinic. We request that you call to cancel if you cannot keep the appointment.

### Fees and Billing arrangements

The practice bases its fees on the AMA fee structure and the content based consultation schedule of the Health Insurance Commission. This means that fees are charged according to the content of the consultation, with more complex visits attracting a greater fee. We ask that accounts be paid at the time of the consultation.

We accept Cash, Eftpos, Visa and MasterCard credit cards.  
Healthcare cardholders may be charged a discounted fee.

Standard Consultation    \$ 82.00    Concession    \$ 61.00    (Medicare rebate \$38.20)

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Long Consultation            \$146.00            Concession            \$122.00 (Medicare rebate \$73.95)

There are some consultations that cannot be bulk billed. These include:

- Workers Compensation
- Pre-Placement Medical Examinations
- Insurance Medicals
- Providing services to people not covered by Medicare.

We can lodge your claim for your Medicare rebate electronically. Please ensure you have provided Medicare with your bank account details, as this is the quickest and most convenient way to receive your rebate.

### **After Hours**

Our practice uses the National Home Doctor Service. The National Home Doctor operates from 6pm weekdays, 12 noon Saturdays and all day Sundays and public holidays.

They are an accredited medical deputizing service, providing bulk billed in-home medical consultations. You can call this service on 13 SICK (13 74 25).

### **Interpreting Service**

If you need an interpreter, please enquire at the reception desk.

### **Repeat Prescriptions and Referrals**

In all cases, requests for prescriptions and referrals will require an appointment to maintain our healthcare standards.

### **Telephone Access**

If you call the clinic wanting to speak with our doctors, the reception staff will take a detailed message and forward this onto the doctor as soon as possible. In an emergency, your call will always be put through to either the doctor or nurse.

### **Electronic Communication**

Our clinic policy states that we will not send any communications containing personal health information by email.

### **Parking and Disabled Access**

The surgery has wheelchair access for patients with disabilities. Ample off street car parking is available on the premises. There is no Accessible Toilet in this building.

### **Your Feedback, Quality and Improvement**

We have a feedback form. We take your feedback very seriously and will try to improve on any recommendations made by our patients.

### **Reminders System**

Our clinic is committed to preventative care. We may issue you reminders about preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or receptionist know.

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## **Pathology/Radiology Results**

If your doctor has requested any tests such as X-rays or Pathology, the doctor will read the report, and then if they require you to return to discuss these results, the nurse or doctor will contact you and ask you to come back in for another appointment. If you do not hear from the nurse or doctor, you are not required to come back in, and the results were acceptable and needed no action. It is essential that you leave up to date contact details so we can quickly contact you if needed. Depending on the urgency, we recommend that you follow up at your next appointment.

## **Medical Records and Privacy**

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

Eastbrooke Family Clinic Doncaster complies with the Privacy Act 1988, including how we collect, store, use and disclose health information.

Please ask for a copy of our Privacy Policy Statement at reception for more information. Should you require access to your personal medical information held by this clinic, please discuss this with your Doctor or the Practice Manager. Charges will apply for this service and will depend on the time involved.

## **Your Rights**

If you have a problem with any aspect of the service you receive at our medical centre, 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 via reception. [Reception.donacater@eastbrookemedical.com.au](mailto:Reception.donacater@eastbrookemedical.com.au)

We believe that problems are best dealt with within the Medical Centre. However, if you need to discuss a matter outside of the Medical Centre, you may contact the Health Care Complaints Commission.

The contact details are:

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)

This practice has a no smoking policy.

## **Minor Operations**

In addition to standard Medical Practice service, we also offer a range of minor procedures such as Implanon insertion/removal, Cryotherapy and minor Suture Lacerations. All surgical instruments are sterile and single use only and are disposed of after use. Wound care may incur an additional (out of pocket) fee that clinical staff will discuss with you before your procedure.

## **Our Doctors**

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