

EASTBROOKE FAMILY CLINIC NOBLE PARK

Patient Information Sheet

1098 Heatherton Road

NOBLE PARK VIC 3174

Phone: (03) 9546 9477

Fax: (03) 9546 9116

Web site: www.eastbrookemedical.com.au

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

Practice Hours

Monday to Friday: 9:00 am – 6:00 pm

Saturday: 9:00 am – 11:00 am

Sunday: CLOSED

Public holidays: CLOSED

About Our Medical Centre

Eastbrooke Family Clinic Noble Park is the oldest medical practice in Noble Park. It is located at 1098 Heatherton Road Noble Park, 3174. The Practice offers patients comprehensive care. Patients are able to visit doctors by appointment. Our Doctors are committed to upholding a high standard of clinical care and participate in ongoing education to maintain these standards. Eastbrooke Family Clinic Noble Park has received full accreditation status, recognizing the high-quality service we provide to our patients 6 days a week.

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 (03) 9546 9477. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 10-minute intervals, if you think you will need extra time please make your appointment by phone and ask the receptionist for a long appointment. 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. Longer consultation times are available so please ask our receptionists if you require some extra time.

If you or a family member requires an interpreter, we can organise this for you. Please let us know when you make an appointment.

If you suspect you may have an infectious disease (e.g. Chicken Pox) please let us know when making the appointment, and on your arrival so the appropriate measures can be taken. If you are seriously ill or in need of extra privacy, please also notify reception staff. We also request that you call to cancel if you are unable to keep the appointment, so someone else may take your place.

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

Fees and billing arrangements

The GP's at this practice privately bill consultations which will incur some out of pocket expenses. **All fees will need to be paid in full at time of consultation.** If you are covered by Veterans Affairs, please present your current card on arrival for your visit, there will be no charge. If you are a pensioner or have a concession card you will be charged a discounted rate. Children under the age of 16 and children's immunisations are bulk billed.

If Medicare or Veterans Affairs does not cover you, you will be charged a consultation fee payable at the time of consultation as shown below. There may be additional charges for procedures, dressings etc., in which more details can be obtained from reception or your Doctor. Approved workcover injury claims may be directly billed to the employer or workcover Insurer, provided the claim is accepted by the employer or insurance company and full name, address and claim number if available are provided at the time of the consultation and invoices are to be paid within 30 days.

Patients may also incur a non-attendance fee for failure to cancel appointments, especially if this is a repeated occurrence.

Adults	Private	Concession Rate	(Medicare Rebate)
Brief Consultation (0-5 mins)	\$50	\$37	\$17.50
Standard consultation (6-20 mins)	\$67	\$52	\$38.20
Long Consultation (21-40mins)	\$102	\$87	\$73.95
Prolonged Consultation (>40mins)	\$135	\$115	\$108.85

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

Pensions/Health Care Card Holders – Generally bulk billed

We accept Cash, Eftpos, Visa and Mastercard.

Children Under 16 will be bulk billed. Health Assessments and Care Plans will also be bulk billed.

We will be able to 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.

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 are available for a regular patient whose condition is chronic and prevents them from attending the Medical Practice. (Usually nursing home patients or terminally or severely ill patients). As home visits do not provide the ideal conditions for examination, and take a considerably longer amount of time we request patients attend the surgery whenever possible. 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) 9546 9477 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.

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 or surgical instruments are sterile and single use only, which are disposed of.

Our Services

General Practitioners
Podiatry
Pathology

Paediatrics
Women's Health
Men's Health

Mental Health
Travel Medicine
Injury Treatment

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 he/she requires 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 then you are not required to come back in and the results were acceptable and needed no action. It is important that you leave up to date contact details so we can easily contact you if needed. It is recommended that you follow up at your next appointment depending on the urgency.

Reminder System

Our practice is committed to preventive health care. Your doctor will seek your permission to be included on our reminder system. 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

Ample off street car parking is available nearby, we also have Disabled parking for easy access for our patients with a disability.

Your Feedback/Suggestion box

We have a feedback form and box located in the waiting room for patients to provide feedback. We take your feedback very seriously and will try to improve on any recommendations made from our patients.

Your 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
