

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 (subject to doctor availability)

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 organize 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 your 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 primarily bulk bill consultations. If you are covered by Veterans Affairs, hold a Pension card or Centrelink Health Care Card please present your current card so that it can be added into your information.

If you're not eligible for Medicare or Veterans Affairs, 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.

Adults	Private	(Medicare Rebate)
Brief Consultation (0-5 mins)	\$50	\$20.05
Standard consultation (6-20 mins)	\$70	\$43.90
Long Consultation (21-40mins)	\$110	\$84.90
Prolonged Consultation (>40mins)	\$150	\$125.10

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

We accept Eftpos, Visa and Mastercard.

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 \$15 on CD

Photo copies & includes postage \$25 (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 services, we also offer a range of minor procedures cryotherapy and minor suture lacerations. All or surgical instruments are sterile and single use only, which are disposed of.

Our Services

General Practitioners	Paediatrics	Mental Health
	Women's Health	
Pathology	Men's Health	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 center 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**

OUR DOCTORS

Dr Geoff Macaulay

Graduated from The University of Melbourne in 1988, and after a variety of medical experience joined the practice in 1997.

Speciality: General Practitioner, Credentials MBBS ACCAM

Languages: English

Special Interests: Hospital in the Home units, Aviation and Diving Medicine

Dr Audrey Chandrapala

Graduated in Sri Lanka. She has had various hospital-based and general practice experience in Sri Lanka and Australia, before joining the Eastbrooke Family Clinic.

Specialty: General Practitioner, Credentials MBBS, FRACGP

Languages: English, Sinhala

Special Interests: Minor Surgical Procedures, Paediatrics and Women's Health

Dr Uthpala Udayanthie Wijetunge:

Specialist General Practitioner, she obtained her primary medical qualifications from the University of Colombo in Sri Lanka in 2000 and worked in the fields of OBs & Gyn, ENT and General Medicine for 10 years. Since 2011 she has worked in the emergency departments of regional Victorian hospitals before moving to fulltime to General Practice in 2016.

Dr Uthpala obtained her Fellowship of the Royal Australian Collage of General Practitioners in 2018. She also holds Emergency Medicine Certificate from Australasian College of Emergency Medicine.

Speciality: General Practitioner, Credentials MBBS, FRACGP, EM Cert

Languages: English, Sinhala

Special Interests: include women's health, chronic disease management and emergency medicine.
