



PATIENT INFORMATION SHEET

1098 Heatherton Road
NOBLE PARK VIC 3174
Phone: (03) 9546 9477
Fax: (03) 9546 9116

Monday-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, recognising the high quality service we provide to our patients 6 days a week.

Appointments with your Doctor

All patients are seen by appointment, so please call (03) 9546 9477. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 10 minute intervals. 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.

Fees and Billing arrangements

The GP'S at this practice privately bill consultations which will incur some out of pocket expenses. **All fee's 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 at a discounted rate. Children under the age of 16 and children's immunisations will be 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 work cover injury claims may be directly billed to the employer or work cover 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.

<u>ADULTS</u>	<u>Private Fee</u>	<u>Govt. Rebate</u>	<u>Out of Pocket</u>
Standard	\$75	37.05	\$37.95
Long Consultation	\$120	\$71.70	\$48.30
Prolonged Cons.	\$160	\$105.55	\$54.45

<u>PENSIONERS/ HEALTH CARD HOLDERS</u>	<u>Concession Fee</u>	<u>Govt. Rebate</u>	<u>Out of Pocket</u>
Standard	\$55	37.05	\$17.95
Long Consultation	\$100	\$71.70	\$28.30
Prolonged Cons.	\$140	\$105.55	\$34.45

We accept Cash, Eftpos, Visa and MasterCard credit cards.

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

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

*** Children Under 16 will continue to be bulk billed**

*** Health Assessments and Care Plans will also continue to 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.

After Hours

If medical attention is required outside operating hours, a telephone call to the National Home Doctor Service, 13 SICK (**13 74 25**) will put you in contact with our after-hours service.

Interpreting Service

Our practice provides an interpreting service. If you need an interpreter please enquire at the reception desk.

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

Referrals

Patients need to make an appointment with the Doctor's for referrals.

Repeat Prescriptions

If it has been more than 4 weeks since your last visit, or your condition needs review, you will be asked to make an appointment. Script /Referral requests will be charged \$10 without an appointment or for over the counter prescriptions. No Medicare rebate will be claimable.

Telephone Access

Doctors in the Medical Practice may be contacted during normal operating hours. If the doctor is with a patient, 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.

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, Quality and Improvement

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

Reminders System

Our practice is committed to preventative 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.

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.

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 authorised members of staff.

Eastbrooke Family Clinic Noble Park complies with the Privacy Act 1988 including the way we collect, store, use and discloses 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.

You're 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 or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Centre. However, if you feel the 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

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 our surgical instruments are sterile and single use only which are disposed of

Our Services

- General Practitioners
 - Paediatrics
 - Mental Health
 - Psychologist
 - Women's Health
 - Travel Medicine
 - Pathology
 - Men's Health
 - Injury Treatment
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Our Doctors

Dr Martin Hartnett MBBS, FRACGP

Graduated from the University of Melbourne in 1963, and worked in New Guinea and Numurkah before joining the practice in 1983. He has numerous medical interest, particularly in diagnosing and removing skin cancers, as well as breeding horses for Harness Racing.

Dr Geoff Macaulay MBBS ACCAM

Graduated from the University of Melbourne in 1988, and after a variety of medical experience joined the practice in 1997. He currently maintains his interest in Hospital in the Home units and aviation and diving medicine, as well as Surf Lifesaving activities.

Dr Onsy Hanna MBBS FRACG

Graduated at TANT University, Egypt in 1980. Worked as a General Surgeon in Egypt. Migrated to Australia in 1994. He joined the Practice in 2010. Great Interest in Men's Health and minor surgical procedures. Enjoys travelling and car racing.
