



## PATIENT INFORMATION SHEET

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

Monday-Friday: 8.00 am - 7.00 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 3109. The Practice is committed to providing comprehensive general practice to all individuals and families in this community. All consultations and records are kept strictly confidential and our records are fully computerised. 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 professional standards. Eastbrooke Family Clinic Doncaster has received full accreditation status, recognising the high quality service we provide to our patients 6 days a week.

### Appointments with your Doctor

Appointments can be made by phoning or calling into the surgery. Urgent problems will be dealt with promptly. Appointments are made at 15 minute intervals with longer consultations and procedures being allocated the necessary time. In order to ensure minimal waiting time for all please notify the receptionist if you have complex or multiple problems to discuss that require a longer appointment. At times the doctors do run late and this is usually due to a range of reasons ie: emergencies, extra family members requesting to be seen etc. Please be assured that the doctors try to run to the scheduled 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.

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## **Fees and Billing arrangements**

The practice bases its fees on the AMA fee structure and the content based consultation schedule as per 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 and Veterans Affairs cardholders are bulk billed.

Appointment fees are located on notice board in waiting room

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

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**

For afterhours medical attention please call the Practice for details. Our practice uses the National Home Doctor Service. You can call this service on 13 SICK (13 74 25)

## **Interpreting Service**

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

## **Home Visits**

Home visits can be provided depending on patients requirements. Whenever possible please request visits prior to 10.00am. The Doctors attend patients in many aged care facilities within the surrounding area.

## **Repeat Prescriptions and Referrals**

In all cases requests for prescriptions and referrals will require an appointment to ensure that our high standard of medical practice is maintained.

## **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.

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## **Parking and Disabled Access**

The surgery has wheelchair access for patients with disabilities. Ample off street car parking is available on the premises.

## **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 Doncaster 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.

Varying charges will apply for this service depending on the time involved

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## 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 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  
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 our surgical instruments are sterile and single use only which are disposed of after use. Wound care may incur an additional (out of pocket) fee that will be discussed with you by clinical staff prior to your procedure.

## Our Services

- General Practitioners
  - Paediatrics
  - Mental Health
  - Psychologist
  - Women's Health
  - Travel Medicine
  - Pathology
  - Men's Health
  - Injury Treatment
  - Immunisations
  - Minor Surgery
  - Simple Fractures
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## Our Doctors

**Dr Noel Smyth** commenced the practice with a purpose built facility in December 1984. He has over 30 years' experience in general practice with an interest in pediatrics, men's and women's health, geriatrics and the full range of family practice. Dr Smyth is currently on the Donvale Rehabilitation Hospital Medical Advisory Committee and is usually available all times the surgery is open except on Thursday Dr Smyth attends local Aged Care facilities.

**Dr Peter Wardlaw** commenced in General Practice in East Doncaster in 1981. He has an interest in paediatrics, geriatrics and a wide range of family practice issues. He attends several of the Aged-care accommodation facilities in the area. Dr Wardlaw is usually available at all times the surgery is open except on Wednesday.

**Dr Heather Chalmers** started with us Road Medical Centre in March 1995. She is interested in all aspects of General Practice, in particular, women's and children's health. She is also a qualified lactation consultant .Dr Chalmers is available Monday, Wednesday and Friday 12.00 to 3.00pm.

**Dr Tereza Rada** joined us in 2012 .She graduated from Monash University in 1996 and spent 4 years within the hospital system before entering General Practice. Dr Rada enjoys all aspects of family medicine and offers antenatal shared care with Box Hill and Mercy Hospitals. As her family is still quite young Dr Rada consults part time.

**Dr Rosemary Yaylaian** having recently joined the clinic June 2016. She graduated in Egypt 2005. She has an interest in General Practice, community health and all aspects of family medicine. Dr Yaylaian consults part time. Languages spoken English, Arabic and Armenain.

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