ACCESS Health & Community

Richmond
21-31 Goodwood Street
Richmond VIC 3121
T: (03) 9810 3000
F: (03) 9425 9551

Ashburton
7 Samarinda Ave
Ashburton VIC 3147
T: (03) 9810 3000
F: (03) 9885 6844

Doncaster East
1/1020 Doncaster Road
Doncaster East VIC 3109
T: (03) 9810 3000
F: (03) 8841 3030

Hawthorn
378 Burwood Road
Hawthorn VIC 3122
T: (03) 9810 3000
F: (03) 9818 6714

Practice Information Sheet

Richmond Medical Practice

Opening hours	Practice Doctors
Monday to Friday	Dr Anil Lal
8am until 5pm	Dr Cathy Andronis
	Dr Chris Olszewski (Medical Director)
	Dr Jenny Shao
	Dr Thanuja Ranatunga
	Dr Evan Grambas
	Dr Stephanie Wesley

Hawthorn Medical Practice

Opening hours	Practice Doctors
Monday to Friday	Dr Chris Olszewski (Medical Director)
8am until 5pm	Dr Wei-Ning Huang
	Dr Dunitha Jayasinghe
	Dr Eric Foong
	Dr Jenny Shao
	Dr Ram Godavarthy

Practice services

In addition to general medical consultations, our practice offers the following services:

- Acute medical care
- Diabetes care planning and education
- Health assessments
- Immunisations and travel advice
- Iron infusions
- Management of chronic and complex problems; GP management plans, team care arrangements, mental health plans and medicine reviews
- Pathology on-site
- Pre-employment medicals, insurance medicals and WorkCover injuries
- Psychological services, including formulation of mental health plans and counselling
- Skin checks
- Women's, men's child and adolescent health

Making an appointment

Access Health and Community offers face-to-face, phone and video appointments. Our practice operates on an appointment-based system only. To make an appointment, please call 9810 3000 or book through Hot Doc or our website. We will do everything we can to work with your preferred time and choice of doctor. If your usual doctor doesn't have any openings, you will be given the chance to see another doctor.

Appointment times

Even if you are seeing the same doctor, please make a separate appointment for each person who needs to talk to the doctor. If you have a lot to talk about with the doctor or need more time with them, please ask for a longer appointment.

The usual length of an appointment is 15 minutes. If you need more time, you should make a double appointment. If you are a new patient, have a long list of issues, need to fill out forms, or need a minor surgery, you may need a longer appointment.

Doctors try not to be late, but sometimes they can't help it if they have to deal with complicated medical problems, interruptions, or sudden medical emergencies. We know that your time is valuable, and we're sorry if we've made you wait or caused you trouble.

How long do I need?

Please advise our reception staff of the appointment length you require:

Standard Consultation	Long Appointments
1 to 2 uncomplicated issues to discuss	If you feel you need more time with the doctor
Repeat prescriptions	2 or more issues to discuss
Dressings	Counselling
Referrals	Regular health checks
Returning with xrays, etc	Driver's licence renewals
Test results	Insurance, pre-employment or truck / taxi medicals*

**Insurance, pre-employment or truck / taxi medicals - please let us know if you need a 'medical' as a booking will also be needed with the nurse. Please note truck/taxi, insurance and pre-employment medicals cannot be claimed from Medicare*

Translation and communication services

If you need help communicating, please let a member of the customer service team know when you make your appointment.

After hours care

We use 'hello home doctor' for all of our after-hours care. This service is available when we are

closed: from 6 pm to 8 am during the week, from 12 noon on Saturday to 8 am on Monday, and on public holidays. The number to call at any time is 134-100. If you need help right away, call "000."

Reminder system

Our practice is committed to providing a continuing care and preventative care. We operate a reminder system for preventative health services. If you do not wish to be part of this system, please advise a reception team member.

Our fees

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If you do not provide adequate notice of cancellation, you may be charged a Cancellation Fee equal to the gap fee of $48. The fee must be paid before any further appointments can be made.

Your healthcare is important to us. Our fees are designed to support people on varying incomes. If you are unable to pay or have any concerns about fees, please speak to your GP.

GP fees at Doncaster Clinic

The out-of-pocket fee for medical practice appointments are:

Standard consultation*

- Amount payable on the day of appointment: $95.05
- Medicare rebate: $45.05
- Gap: $50.00

Long consultation*

- Amount payable on the day of appointment: $147.10
- Medicare rebate: $87.10
- Gap: $60.00

Prolonged consultation*

- Amount payable on the day of appointment: $208.35
- Medicare rebate: $128.35
- Gap: $80.00

Extended consultation (60+ minutes)*

- Amount payable on the day of appointment: $287.90
- Medicare rebate: $207.90
- Gap: $80.00

Telephone calls, emails and communication

The best way to get something taken care of is to make an appointment or talk to a Customer Service Officer, who will take care of the query as soon as possible. During regular business hours, you can call your doctor. When you first call, the receptionist will take your call and tell the doctor about your request when they are next in the clinic. Your doctor will call you back as soon as they can, usually within 24 hours. For urgent problems, tell the person at the front desk how urgent it is or call 000 for an ambulance.

Test results

The best time to talk with your doctor about test results is at a follow-up visit. If you've been asked to take a test, please get in touch with us within two to three days to find out the results. Most of the time, urgent test results are ready within 24 hours. You won't be able to get the results over the phone or by email.

On site accessibility for people with disabilities or impairments

People with disabilities or impairments can gain access to our practice and services while maintaining their dignity. Our facilities have designated parking bays for patients with disability parking entitlements, internal lifts to move between floors, wheelchair accessible toilets, and the ability to bring assistance animals on site.

Home visits

Home visits are at the discretion of the doctor and can be discussed with the patient.

Management of your health information

Our practice is committed to keeping your health information private. Ask to see our Privacy Policy for more information.

Feedback and complaints

Your feedback is important to us and we take all suggestions and complaints seriously. If there is any part of the service we have provided you, that you are not happy with, we would appreciate your comments and/or suggestions. Your doctor, nurse, reception team and the Practice Manager are available to discuss any concerns you may have. Alternatively, Feedback Forms are available in the waiting room to complete at your discretion.

Should you wish to take your complaints further, please contact:

Health Complaints Commissioner,
Monday to Friday: 9am to 5pm
Telephone number: 1300 582 113.