

PRACTICE INFORMATION SHEET

GP Clinic Opening Hours:

Richmond

Monday to Friday 8am – 5pm

Saturday 9am – 4pm

Hawthorn

Monday to Friday 8.30am – 5pm

Practice Doctors

Dr Chris Olszewski
Dr Cathy Andronis
Dr Jenny Shao
Dr Anil Lal
Dr B K Tee
Dr Patricia Bishara

Dr Chris Olszewski
Dr Jenny Shao
Dr Dunita Jayasinghe
Dr Wei Ning Huang
Dr Eric Foong
Dr Ling Zheng
Dr Colin Milton
Dr Ram Godavarthy

Practice Services:

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

- Acute medical care
- Management of chronic and complex problems; GP Management Plans, Team Care Arrangements, Mental Health Plans and Medicine Reviews
- Health Assessments
- Diabetes Care Planning and Education
- Immunisations and travel advice
- Skin checks
- Pre-employment medicals, Insurance Medicals and WorkCover injuries
- Psychological services, including formulation of Mental Health Plans and counselling
- Women's, men's child and adolescent health
- Paediatric care
- On site pathology

Appointments:

Please phone 9810 3000 to make an appointment or book online via our website. Every effort will be made to accommodate your preferred time and choice of practitioner. If there are no vacancies with your usual GP, you will be offered the option of seeing another doctor. Standard appointment time is 15 minutes. If you require a longer time, please book a double appointment. Longer appointments may be needed if you are a new patient, have a list of issues, have forms that need to be completed or require a minor surgical procedure. If you require communication assistance, please let a reception team member know when making your appointment.

A text reminder will be sent for all GP appointments. Given the high demand for the GP service, it is requested that you provide 3 days' notice if unable to attend an appointment. If you wish to opt out of this service, please contact a friendly member of our reception team or call us on 9810 3000.

After Hours Care:

We promote the use of DoctorDoctor for all after hours care. This service is available outside of normal business hours. Weekdays from 6pm to 8am, Weekends from 12noon to 8am Monday morning, Public Holidays – All hours Phone: 13 26 60. For emergencies dial '000' immediately.

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:

At AccessHC, we pride ourselves on providing the highest possible standard of health care to our community. To achieve this in today's environment, it's not possible to bulk bill everyone.

Bulk billing is available for people who have a Medicare card and are;

- Health Care Card Holders
- Pension Card Holders
- DVA Card Holders
- Children under 16 years
- Students < 25 years with a Student ID card
- Refugees
- NDIS clients

Please note bulk billing is only available with presentation of a valid card as mentioned above, we cannot bulk bill you if your card has expired.

The full cost of your visit will need to be paid on the day. We accept EFTPOS, credit card or cash. We can claim your Medicare rebate on the day. Your rebate will be deposited into your nominated bank account within 48 hours. A Cancellation Fee of the cost of the MBS item number may be charged if you do not give adequate notice of cancellation. The fee is payable before further appointments will be made.

From the 1st July 2019 the out of pocket fee will be increasing to \$33.00. We will continue to bulk bill eligible patients. For further billing information, please refer to our website; accesshc.org.au

Telephone Calls, Emails and Communication:

The best way to have an issue followed up is to make an appointment or communicate with a reception team member, who will follow up your query promptly. You may contact your doctor by phone during normal opening hours. The receptionist will take your call initially and relay your request to the doctor when they are next in the clinic. The doctor will return your call at their earliest convenience, usually within 24 hours. For urgent problems, communicate your level of urgency to the reception team member or call 000 for ambulance.

Test Results:

Discussion of test results is best done at a follow up appointment with your doctor. If you have been referred for a test, please ensure you contact us for the result within two to three days. Urgent test results are usually available within 24 hours. Results will not be provided over the telephone or via email.

Management of Your Health Information:

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

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, 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 – 5pm on telephone number; 1300 582 113.