

Practice Information Sheet

Richmond Medical Practice

Opening hours	Practice Doctors
Monday to Friday	Dr Anil Lal
8am until 5pm	Dr BK Tee
	Dr Cathy Andronis
	Dr Chris Olszewski
	Dr Jenny Shao
	Dr Ling Zheng

Hawthorn Medical Practice

Opening hours	Practice Doctors
Monday to Friday	Dr Chris Olszewski
8am until 5pm	Dr Colin Milton
	Dr Dunita Jayasinghe
	Dr Eric Foong
	Dr Jenny Shao
	Dr Ram Godavarthy
	Dr Wei-Ning Huang

We provide comprehensive Allied Health, Alcohol and Other Drugs (AOD), and mental health services. Visit our website for a full list of services and clinicians at accesshc.org.au/services/.

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

AccessHC offers medical consultations via face-to-face consultations, telehealth appointments, and walk-ins (subject to available appointments). We always schedule patients with the doctor of your choice, but if your doctor is unavailable, we will try to schedule you with the next best suited practitioner. To make an appointment, please call **9810 3000** or book through Hot Doc or our website.

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.

If you are ill or injured, you can get an urgent appointment. Our nurses will talk to you about what you need and set up an appointment for you.

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 DoctorDoctor for all of our after-hours care. This service is available when we are closed: from 6pm to 8am 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 13 26 60. 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

At AccessHC, we are proud to offer the best possible health care to the people in 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 one of the following;

- pensioners
- health care cardholders
- children under 16 years old
- full time students*
- asylum seekers and refugees

**please keep in mind that bulk billing is only available with the presentation of a valid card, and we cannot bulk bill you if your card has expired.*

The entire cost of your visit must be paid on the day of your visit. We accept EFTPOS, credit card, and cash payments. We can claim your Medicare rebate on the day. Your rebate will be deposited into your nominated bank account within 48 hours.

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

From 1 Nov 2023, the out of pocket fee for Richmond and Hawthorn medical practice appointments is:

Costs

Consultation type	Amount payable on the day of appointment	Medicare rebate	Gap
Standard consultation	\$81.40	\$41.40	\$40
Extended consultation	\$120.10	\$80.10	\$40

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 our team.

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 (CSO), 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 CSO 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** and **Your Rights and Responsibilities** document 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.