

Practice Information Sheet

Gladstone Street Medical Clinic welcomes you to our practice. We are committed to enhancing the health and well-being of the Gippsland community by providing every patient with the best possible care through integrated clinical practice and education. We provide a full range of traditional family general practice services including general consultations, nursing home visits, hospital care, obstetric care, and psychology.

Doctors who consult at this practice and their special interests:

<i>Dr Andrew Cook – Emergency Medicine, Aged care</i>	<i>Dr Louise Sterling – Pregnancy Care, Women’s Health, Children’s Health, Contraception, Vasectomy, Skin Cancer</i>
<i>Dr Anna Baldassa - Paediatrics, Mental Health, Dermatology</i>	<i>Dr Jacqueline Fankhauser – GPT3 Registrar Emergency Medicine and Preventative Health</i>
<i>Dr Jenny Worboys – Palliative Care</i>	<i>Dr Jessica Chan – General Practice</i>
<i>Dr Patrick Ruane – Pregnancy Care, Paediatrics, Ear Nose and Throat, Vasectomy</i>	<i>Dr Terri Hillier - Registrar</i>
<i>Dr Mark Crowley (has returned Feb 2021!)</i>	<i>Dr Ashney Elias – Paediatrics and Preventative Health, General Practice</i>
<i>Dr Esha Gopee - Pregnancy Care, Women’s Health</i>	<i>Dr Jessica Dunn - Registrar</i>
<i>Dr Cassie Rickard - Shared care obstetrics, Women’s Health and Contraception, Preventative Health (on leave 2021)</i>	

Practice Hours (for After Hours see below)

Monday & Tuesday - 8:30am to 7:30PM, Wednesday and Thursday 8:30AM to 5:30PM

Friday - 8:30am to 5:00pm Saturday 8:30am to 1.00pm Sunday – Closed

Please note phones close 30 minutes before clinic closes to allow for closing procedures.

After Hours

This practice provides 24-hour access to a GP. In the event of an urgent health matter occurring outside opening hours, please contact our main phone number for information regarding the on-call doctor. Please be advised that the full range of medical services will not be available outside of normal hours. If you receive no response due to poor mobile coverage or any other reason, the after-hours GP Helpline is also available for medical advice and support (1 800 022 222). In an emergency dial 000 for an ambulance or present to the West Gippsland Hospital Emergency Department at Landsborough Road, Warragul or you nearest emergency department.

Appointments

Consultations are by appointment only. Appointments may be made by calling reception or via Hotdoc. A typical appointment is allotted 15 minutes. Double appointments are required for new patients. Longer appointments are generally advised for situations such as first antenatal visits, pap smears, multi-country travel vaccinations, and care plans. Our doctors always try to run to time. Please understand that if there is a delay, it is usually due to an unexpected complexity in preceding consultations or a birth in the hospital.

Fees and Billing Arrangements (please note fees may change from time to time)

WE ARE A PRIVATE BILLING PRACTICE AND CHARGE FEES FOR SERVICES.

- **A standard consultation fee is \$80. A reduced fee of \$70 is available to health care card holders. Please note that In-person and telehealth appointments are charged at the same rate.**
- Bulk Billing is available to children aged under 16, and aged pension and disability pension card holders or at the discretion of your doctor.
- **Payment is expected at the conclusion of your consultation.** If an account is taken for later payment the relevant fee will be increased by a \$10 handling charge.

- **Longer appointments will incur additional fees.** These will, however, incur the same out of pocket "gap payment" as a standard consultation.
- Your doctor will discuss fees for procedures with you. For example, removal of sutures for procedures not done at our clinic will incur a non-rebateable fee of \$30.00. Application of dressings will incur a non-rebateable fee of \$15.00 basic dressing or \$30 for complex dressing. A procedure fee of \$50.00 is required for services for any procedure that requires specialised equipment or nursing care.
- Please note, due to Medicare rules regarding the charging of private fees, patients who are normally bulk billed will be charged the equivalent to the rebate amount for the associated consultation rather than being bulk billed at the time of billing the procedure, dressing or removal of suture fee. Medicare will refund the rebate amount directly to the patient so there will not be an out-of-pocket expense for the consultation fee. We know this may be confusing and we ask that patients with any concerns review the information sheet [Bulk Billing and Dressing/Additional Fees Explained](#).

Cancellations

The need to cancel an appointment is understandable. 24 hours' notice is appreciated if possible, but we ask that you call the Clinic at least 2 hours prior to your scheduled appointment to cancel. This allows other patients to attend at that appointment time.

Non-Attendance Fee

A \$60.00 non-attendance fee will be charged for missed appointments. There is no rebate for this fee.

New Patients

New patients are required to fill a New Patient Registration Form. This form can be filled out electronically via Hotdoc, or in person on arrival before your appointment time at the clinic. The form is available for download on the clinic's website.

Emergency and Walk-In Appointments

This practice operates on an appointment-based system. In case of an emergency our Clinic Nurse will see you and if necessary, will arrange for you to be seen by a Doctor. Walk-ins will generally not be accommodated on the same day unless in case of an emergency.

Telephone and Email Contact with Doctors

Our patients are able to access a doctor by telephone to discuss their clinical care. Each doctor has his/her own preference for accepting and returning calls. In most cases, a message will be sent to the doctor for their attention. Non-clinical Staff will not give treatment or advice by telephone. GSMC does not give out an e-mail contact address for the clinic or for doctors. E-mail contact is highly discouraged due to security and timeliness issues.

Childhood immunisations

Childhood Immunisations are typically provided by a Practice Nurse after consultation with your doctor. The Immunisation record is automatically sent electronically to the Government Immunisation Register.

SMS Appointment Reminders

Your appointment is confirmed when booked into our software system. With your consent, we will routinely send an SMS to your mobile phone the day before an appointment to help remind you of your appointment. These SMS reminders serve to compliment appointment cards or notations in your own personal diary. Due to having no control over phone service providers, we cannot be responsible for undelivered or delayed messages. Please be sure we have your correct mobile number. If you do not wish to receive SMS reminders please let reception know. **Missed, delayed or undelivered SMS are not accepted reasons for not arriving for your appointment.**

Reminder System

We are committed to preventative care. We may issue reminder notices from time to time offering you preventative health services appropriate for your care. If you do not want to be part of this service please let us know. If your doctor has ordered a test for you it is important that you make an appointment as soon as you have had your test so that your results can be given to you. Please ensure that all of your contact details are up to date as we may need to contact you if your result is abnormal.

Test Results

We understand that receiving test results is an important part of your treatment. Our policy is that a patient is required to book an appointment with his/her doctor to receive and discuss results. This is to ensure the results are properly communicated and appropriate action is then taken. Under no circumstances will reception staff report results to patients.

In some situations, a doctor may make other arrangements for communicating results such as via a HotDoc message. Please discuss with your doctor exactly how and when he/she intends to make contact. If you do not hear from the Clinic regarding a result, do not assume the result was normal. Please contact the Clinic for follow up with the pathology provider and/or doctor. Please be aware, test results are confidential and will only be given to you directly, unless you give permission for your doctor to communicate them to another person on your behalf.

Privacy/Management of your Personal Health Information

Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our privacy policy is available upon request.

Transfer of Medical Records

If you wish to transfer your health record to our clinic from another clinic please complete the Transfer of Medical Records form. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic please ask the new clinic/provider to arrange for this to occur. If you decide to transfer your care away from our clinic, GSMC will transfer your record to your new provider free of charge.

Communication Services

The clinic is able to arrange free telephone or in-person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

Engaging with Other Services

In order to assist in providing coordinated care, our clinic maintains a directory of local health related services and an on-going professional relationship with many of these providers. Doctors and Nurses engage with local medical services including diagnostic services, hospitals and specialist consultant services, primary healthcare nurses, allied health services, pharmacists, disability and community services, and health promotion and public health services and programs. Depending on the service provided (e.g., Pap smears, vaccinations) your health information may be forwarded to National/State Reminder Systems/Registers. By signing our patient registration from you will be consenting to the above.

Lost Scripts and Referrals

The reprinting of documents such as lost referral letters, lost scripts, and copies of specialist letters, misplaced pathology or radiology requests will incur a \$10.00 administration fee (not Medicare refundable). Please be advised that reprints may take up to 3 days to complete.

Home Visits

Although the preference is for patients to attend the clinic, Doctors and other practice staff will make visits to regular patients of our practice where it is safe and reasonable. These visits may be to patients in their homes, residential aged care facility, residential care facility, or hospital both within and outside normal opening hours where such visits are deemed safe, and where the patients are acutely ill, immobile and elderly or have no means of transport to the practice. Telehealth appointments are also an option. Please call reception on 5622 0444 to discuss any home visit need.

Waiting Room

Our waiting room areas are designed to be comfortable and functional. Due to Covid-19 infection control measures, magazines and newspapers and most children toys have been removed.

Please feel free to text/email/browse apps on your mobile devices while visiting our Waiting Room. Reducing device volume is appreciated. For your privacy and the comfort of others, please make/take calls outside the practice.

In the event of a patient presenting with a cold/flu/cough/etc. we may request that you wear a face mask to avoid cross-infection. Alcohol-based hand rub is available at reception and in the waiting room. Handwashing facilities are located in both toilets.

If you would like a cup of water or a water bottle refill, please ask reception. We do not provide a water cooler or cups in an effort to avoid cross infection, mess, and spills. If there are any concerns in regards to the waiting room areas, please notify reception immediately.

No Smoking Policy

Our practice is smoke/tobacco/vape/etc. free in all areas including the car park. Please extinguish all smoking products before entering the car park and do not smoke while in the car park or outside entrances. Your doctor or nurse will be happy to discuss smoking cessation programs with you.

Occupational Violence/Harassment/Unreasonable Behaviour Policy

All staff and visitors have the right to a safe and comfortable environment. Any form of violence, intimidation, harassment, bullying, etc. is not tolerated.

Complaints/Comments/Suggestions

We respect your right to have a constructive, accessible, and confidential means for providing positive or negative feedback about our services, and for having these comments or complaints dealt with in a fair and efficient way. Written complaints or suggestions may be placed in our suggestion box located at reception or given to any staff member. We also welcome verbal complaints or suggestions for minor matters that would not generally require a written notification (e.g., appearance of clinic, lack of supplies in toilet, temperature). These are matters we may be able to attend to/resolve immediately. Please feel free to talk to your doctor or receptionist if you have a suggestion or complaint. The Practice Manager is also available to speak with you. This may be arranged via reception. We take all suggestions and complaints seriously and will respond verbally or in writing depending on each circumstance. If you wish to take a matter further and feel that you would like to discuss the issue with someone outside of the clinic please contact the Health Care Complaints Commission on 1300 582 113.