
PATIENT INFORMATION SHEET

Dr Ereeny Khozam Dr Hany Georgeos Dr Inoke Buadromo Dr Hussain Hilmy

Welcome to Lowndes Street Clinic. We aim to provide high quality health care for our patients. The Practice is AGPAL Accredited to the standards of the Royal College of General Practitioners (RACGP)

Bulk billing available

Practice Nurses: **Jacki & Katrina (Please confirm with reception for times)**

Medical Receptionist: **Debbie (Office Admin/Reception) Tania, Lisa (Reception)**

Practice Hours: **Monday, Wednesday and Thursday 9:00-> 6:00pm**
Tuesday 9:00-> 8:00pm
Friday 9:00-> 7:00pm

Medical Records:

We use a computerized medical record system into which your clinical notes are documented, results downloaded through a secure site and all other documents are scanned. Strict confidentiality is maintained at all times by the Doctors and staff.

When patients are bulk billed, account information is sent to Medicare, which is in the form of item numbers only. Private Medicals and Private Vaccinations must be paid for on the day. Any Eftpos and cheque payments incur a charge of \$2.00 (transaction fee). New Workcover accounts must be paid for on the day by the patient if not already pre-arranged and approved by their employer. Medicare not covering the cost of items such as dressings or plasters and patients may need to pay for these items on the day of consultation.

Appointments:

- Indicate clearly the name of the patient to be seen and Doctor of preference.
- Where possible, plan your appointment ahead of time, especially for scripts and non urgent appointments; a long appointment may be necessary for – new patients, minor surgical procedure, insurance examinations, complex medical problems, women's health checks, first pregnancy visits, six week mother and baby checks, emotional and multiple problems all require extra time. Please let us know if you require a long appointment.
- **Cancellation of appointments – require two (2) hours notice, otherwise a fee of \$30 will be incurred. A fee of \$30/\$60(standard/long consult) is also incurred for missed appointments. These fees must be paid prior to booking further appointments.**
- If you need to be seen urgently, please inform the Medical Receptionist. We provide on the day appointments for emergencies. **Appointments can be made by phoning reception or using the Online Booking Service (24/7, THROUGH THE CLINIC WEBSITE: WWW.LOWNDESSTREETCLINIC.COM)**
- Medicare, Healthcare, Pension and Veteran's Affairs cards must be brought to each visit.
- If a patient has a severe rash or severe cough please inform the Medical Receptionist so we can arrange for you to wait away from other patients.

Out of Hours:

For **urgent** medical attention after hours, please phone Lowndes Street Clinic on **5443 5117** for details of the **On-Call** arrangements.

**** Remember: If it is an emergency, call 000 for an Ambulance ****

Repeat Prescriptions:

Due to increasing problems with indemnity claims, all prescriptions will need to be written in consultation with the Doctor. **Prescriptions CANNOT be ordered over the phone.** Please book ahead for these appointments. **It is the patient's responsibility to ensure they do not let their prescription/s run out** as we may not be able to accommodate you with an appointment on the day.

Recall System:

This system is in place for a variety of health services. Please let the doctor know if you do not wish to receive recall letters. Please discuss with the Doctor how you are to receive your results. Patients that are on the Discuss and Return Urgently List will be called to make an appointment.

Patient Results:

To ascertain whether the Doctor requires you to return for an appointment regarding pathology/radiology tests, please call **between 1:00- 2:00pm ONLY** and speak to the Medical Receptionist.

Home Visits:

Home visits will be available to those too ill or frail to attend the practice, within a reasonable geographical distance, depending on the availability of the doctor. Please book these as far in advance as possible.

Telephone Messages:

Messages will be taken by the Medical Receptionists and relayed to the Doctor. In emergencies, please be clear and precise about the nature of the problem.

Referrals:

Referrals must be discussed with the Doctor and **cannot be ordered over the phone.**

Transfer of Medical Records:

Transfer of previous records from another surgery can be arranged by completing and signing a Medical Release Form at this surgery. **All patients 16 years and over must sign the release, which must be done at this surgery.** The Medical Receptionist will arrange this for you. If you require the transfer of your medical records from this Clinic to another medical practice there will be a fee for this service, which is \$10 for an electronic copy (CD) of your medical history, or cost of printing depends on your record size.

Access to Patients Own Medical Records Information:

If a patient requests a copy of their results, letters, history, etc., they need to formally request this form from the Doctor during their consultation or through Reception staff who will then discuss this with the Doctor. Once approved by the Doctor, and the form is signed by the patient, they must then come into the Clinic and personally collect a copy of their history. Fees may apply for printing large records.

Patient Feedback:

Occasionally, patients are asked to complete a questionnaire about the practice in an endeavour to improve services. **This is voluntary and confidential and part of the process of Vocational Registration and General Practice Accreditation.** IF YOU HAVE A COMPLAINT, SUGGESTION OR A COMPLIMENT, we would like to hear from you by email or via our website contact form. WE APPRECIATE YOUR FEEDBACK.

Practice Accreditation:

On the day of Accreditation Survey Visit you may be asked for your consent for the surveyors to view your files. **This is voluntary and confidential.**

Interpreter Services:

Please speak to the Medical Receptionist if you need to book an interpreter for a patient's appointment.

FEES:

Most of the consultations are bulk billed. However, fees applies to some services like : private vaccinations (ask reception for vaccination costs), Dressings (\$5, \$10, \$20), Gaps on procedures varies from \$20-\$150 based on the kind of procedure & amount of time & consumables needed. Skin checks \$105

Medical Students:

As a teaching clinic, medical students may be attending the consultations for observation and sometimes assisting the GPs. Please let the reception staff or your doctor know if you prefer the students not attending your consultation.

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Complaints:

If you wish to take the matter outside the Practice you may contact:

**Health Services Commissioner
Complaints and Information
Telephone: 1300 582 113
Fax No: (61 3) 9032 3111**

**Health Services Commissioner
26th Floor
570 Bourke Street
Melbourne VIC 3000**