

## PATIENT INFORMATION SHEET

Welcome to St George Medical Group (incorporating Lowndes Street Clinic & Somerville 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)

For a list of our services, policies and full contact details please visit:  
[www.LowndesStreetClinic.com](http://www.LowndesStreetClinic.com) or [www.SomervilleStreetClinic.com](http://www.SomervilleStreetClinic.com)

**Practice Hours:** **Lowndes St Clinic - Monday to Friday 9.00 - 6:00**  
**Somerville St Clinic – Monday to Friday 9.00-6.00**

**Practice Doctors:** **Dr Hany Georgeos, Dr Ereeny Khozam, Dr Shane Elders, Dr Rajini Kajarajan, Dr Irini Missak, Dr Adel Hanna, Dr Vidya Jacob**

### **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.

### **Appointments & Fees:**

- 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](http://WWW.LOWNDESSTREETCLINIC.COM), [WWW.SOMERVILLESTREETCLINIC.COM](http://WWW.SOMERVILLESTREETCLINIC.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.
- 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% (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.
- We are a private billing medical clinic. Fees will be charged & expected to be paid on the day of appointment (including phone consults). All payments must be made in person or over the phone so we can process the Medicare rebate (if applicable) back to the patient linked bank account.
- EFT payment is currently not available for patients. If you receive an invoice, please contact the clinic to pay as advised above.
- All Skin checks, Mole Maps, Iron Infusions, Bendigo Cosmetic procedures, and other procedures & dressings will attract a private fee/ gap based on the time/consumables needed (*Regardless if you hold a concession card or not*).
- Health assessments (items 703-705)/ Care plans (items 721,723,732) are bulk billed.
- Mental health plan (item 2715/2717) will have a gap amount based on the appt length.
- Patients need to have a linked bank account to Medicare to have the rebate returned to the account almost straightaway. If they don't have one, they will take receipt to Medicare/online to claim it or do it through the Medicare app.

ABN :35403058914

- **Bulk billing is only available to DVA card holders, patients over 65 who hold valid pension or concession cards and children under 12 years.**

#### **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 without an appointment.** 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.

#### **Patient Results/Recall:**

To ascertain whether the Doctor requires you to return for an appointment to discuss pathology/radiology tests etc an SMS will be sent requesting the Patient to make an appointment to discuss with the Doctor.

#### **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. In most cases an appointment will need to be made with the Doctor.

#### **Referrals:**

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

#### **Transfer of Medical Records & Access to Patients Own 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.

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.

#### **Medical Students/doctors in training:**

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.

#### **Complaints:**

We recommend forwarding all your concerns/ complaints to us first as we may be able to resolve most of them internally, simply contact us at [admin@lowndesstreetclinic.com](mailto:admin@lowndesstreetclinic.com) or [admin@somervillestreetclinic.com](mailto:admin@somervillestreetclinic.com)  
If you wish to take the matter outside the Practice you may contact:

**Health Services Commissioner**  
**Complaints and Information**  
**Telephone: 1300 582 113**

**Health Services Commissioner**  
**26<sup>th</sup> Floor**  
**570 Bourke Street, Melbourne VIC 3000**