

PATIENT INFORMATION SHEET **LOWNDES STREET CLINIC**

Welcome to St George Medical Group (incorporating Lowndes Street Clinic & Somerville Street Clinics). 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 staff and services please visit www.LowndesStreetClinic.com

Practice Nurses: Gretchen, Katherine

Medical Receptionist: Tamika, Tania, Dani, Steph, Skye, Jess, Ash, Charlotte, Jessie

Practice Hours: Lowndes St Clinic - Monday to Thursday 9.00 – 5.30
Friday 9.00 – 5.00

Practice Doctors: Dr Irini Missak, Dr Rajini Kajarajan, Dr Inushka Samarasinghe

Practice Manager: Evangelia Kipriotis

Medical Records:

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

Appointments:

- Clearly indicate 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 procedures, insurance examinations, complex medical problems, women's health checks, first pregnancy visits, six-week mother and baby checks, mental health 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 \$50 will be incurred. A fee of \$50/\$80(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 Receptionists. 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 Receptionists 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. Medicare do not cover the cost of items such as dressings or plasters and patients may need to pay for these items on the day of consultation.

Out of Hours:

For **urgent** medical attention after hours, please phone Lowndes Street Clinic on **(03) 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 a Doctor. Prescriptions CANNOT be ordered over the phone; a phone consultation can be made for prescriptions if the patient has been seen face to face in the clinic over the last 12 months.

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.

ABN :35403058914

Patient Results/Recall:

If the Doctor requires you to return for an appointment to discuss your pathology/radiology tests etc., an SMS will be sent requesting the patient to make an appointment with their 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 12 years and over must sign the release, which must be done at this surgery.** The Medical Receptionists will arrange this for you. If you require the transfer of your medical records from this Clinic to another Medical Practice there will be an admin fee attached of \$30, for an electronic copy (CD) of your medical history, or cost of printing depending 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 endeavor 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. WE APPRECIATE YOUR FEEDBACK!

Practice Accreditation:

On the day of an 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 Receptionists if you need to book an interpreter for a patient's appointment.

FEES:

We are a private billing medical clinic. Fees will be charged, settlement on the day is expected and appreciated. Failure to do so will incur a \$5 administration fee.

All Skin Checks, Mole Maps, Iron Infusions, Bendigo Cosmetic Procedures and other procedures and dressings will attract a private fee/gap based on the time/consumables needed (Regardless of if you hold a concession card or not).

Standard Consultation is \$90 (you will get \$42.85 back from Medicare)

Long Consultation is \$135 (you will get \$82.90 back from Medicare)

Health Assessments (items 703-707)/ Care Plans (items 721,723,732) are bulk billed.

Mental Health Plans are privately billed.

Patients need to hold a physical savings or debit card (not on a mobile phone) to have their rebate returned to them immediately. Alternatively, patients need to have a bank account linked with Medicare, in which their rebate will be returned overnight. If neither of these exist, the patient will need to take receipt to Medicare or claim through their My Gov account.

Bulk billing is only available to DVA card holders, patients who hold valid pension or concession cards and children under 16 years.

The Practice may offer bulk billing outside the above criteria for some doctors or for a certain period, however this is not the ongoing rule and is subject to change at any time and the patient will be notified.

Please don't expect or demand to be bulk billed if you do not fit the Bulk billing criteria, we are doing our best to keep our services both affordable and of a high standard however, the practice, like other small businesses, hold many commitments to operate, some of which are all increasing with no matching increase in Medicare payments.