

Practice information

Surgery Hours

Monday to Friday 8am-6pm
Saturday 9am-12pm

After hours and Emergency

The practice provides 24-hour care for patients through 13SICK National Home Doctor who provide a complete back up facility for your doctor. They can be contacted on 13 7425.

For emergencies please ring 000 or attend the closest hospital near you.

Practice Doctors

Dr Michael Gu MBBS FRACGP
Dr Hyunjo(Jo)Hur MBBS FRACGP
Dr Patrick Guan MBBS FRACGP
Dr Leon Tan MBBS FRACGP

Nurse

Sophie Edgar RN Div. 1, Nurse Immuniser
Michelle Zappa RN Div.1, Nurse Immuniser,
Cervical Screen Provider

Receptionists

Gagan, Cheryle, May and Sandy

Practice Services

Health Assessments, Heart Health Checks, ECG, Medicals (pre-employment, licenses). Minor surgery and minor trauma, pathology tests, Skin assessment, Childrens immunisations, Travel vaccinations (Yellow Fever accredited), Pap smears, wound care and Veteran Affairs-DVA.

Visiting Services

Diabetic Educator 2nd Thursday in the month
Radiology Alternate Mon 8:30-1pm
Cardio lab Services Alternate Mon 8:30-1pm
Geriatrician 2nd Tuesday in the month 9-1pm
Dietician 2nd Tuesday in the month 1-5pm
Physio Tuesday 9am-5pm

Appointments

Consultations are by appointment. Please ring the phone numbers below for an appointment. Every effort will be made to accommodate your preferred time.

Appointments can also be booked online by visiting <https://www.hotdoc.com.au/>

Emergencies will always be given priority and

our reception staff will attempt to contact you if there is an unforeseen cancellation of a session or you doctor has been called away. Please make sure to "check in" with reception after arrival to avoid unnecessary delays. If you need to cancel an appointment, please do so 2 hours before your allotted time. There is a standard non-attendance fee of \$40 for all missed appointments.

Telehealth Appointments

Phone **ONLY** consultations are available by calling the clinic or booking online via Hotdoc.

Walk in appointments

Consultations are by appointment, *however* in case of an emergency, our staff will try their best to accommodate you. Sick children are always given priority at this clinic. Please be aware you may have to be rescheduled for another time/day.

Long Consultations

Longer consultation times are available. Please ask our receptionists when booking your appointment if you require extra time.

Home visits

Home visits can be arranged provided doctors are available. Please note that patients must live within 5km of the clinic. Exceptions may be made for emergencies, however please note that in these cases, you may be advised to go directly to the hospital.

Billing arrangements

Health Care Card holders, Pensioners and children under 16 may be bulk billed. All other patients must pay privately. Procedures and certain treatments may incur a fee. Our billing policy and fees are located at reception or you can consult a member of staff. On the spot rebates are available.

Consultation type	Item Number	Fee	Medicare Rebate
Standard	23	\$90.00	\$42.85
Long	36	\$130.00	\$82.90
Complex	44	\$187.00	\$122.15

Communication with doctors

If the doctor required is with a patient at the time of your call, a message will be taken and you will be advised by the reception staff when it is likely that the doctor will return your call. Your call will always be put through to the doctor in an emergency, and the receptionist staff will screen these calls.

Email communication is discouraged due to it not being a secure form of communication.

Recall and Reminder System

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. Best practice is for both Doctor and patient to confirm that tests are successfully completed and that the results are received. Please don't assume that "no news is good news". If you are required to have an earlier appointment the practice nurse will contact you.

In order to further improve our quality of care for you, our practice is committed to preventative care and participates in national/state reminder systems. For a follow up of a preventative activity (e.g. skin check, cholesterol check, blood pressure check, Pap smear etc.) We send reminders via Text message to your mobile phone using a service called Hotdoc. You will automatically be included on our Remind/Recall Register. If, however, you would like to opt out of our recall system, this can also be arranged by opting out on Hotdoc and/or notifying the reception on duty.

Management of your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized

The policy for 3rd party organizations is below.

For more information, ask staff for a copy of our privacy policy.

3rd party organizations

Our reception staff will ask for your consent to have a 3rd party present during consultation and this will be documented in your file.

With your consent, 3rd party visitors from external organizations may observe or participate in your consultations with your doctor or nurse. These may include:

- Approved research groups
- Medical Students
- Nursing students

Hearing or language issues

In order to ensure that our GPs fully understand the nature of their patients' problem and patients understand the outcome of their consultation, we offer two main translation services. Translating and Interpreting Services (TIS) when English is not the first language and AUSLAN for hearing impairment.

Referrals and engaging with other services

Our practice regularly engages with local health services such as allied health, local health services and specialists. If required your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care.

Patient feedback

We recognize your rights to voice any concerns. If you are unhappy with any aspect of the services we provide, we would appreciate your comments. You can request a complaint form from reception or pass on any verbal feedback or complaints to your doctor or to reception staff. They will endeavor to address your concerns and resolve any issues in a timely manner. You may also wish to contact the Health Complaints commissioner by contacting them at the following number: 1300 582 113 (9am – 5pm, Mon-Fri) or by lodging a complaint at <https://hcc.vic.gov.au/make-complaint>