



148 Myers Street Geelong 3220
 p: 5229 5192 | f: 5229 6090
 e: reception@msfm.com.au
 w: www.msfm.com.au

OPEN 7 DAYS 8AM – 10PM

WEEKDAYS

appointment-based 8am – 6pm

WEEKNIGHTS

walk-in-service 6pm – 10pm

WEEKENDS

walk-in service 8am – 10pm

For appointments and enquiries please call practice reception on 03 5229 5192. Enquiries can be lodged through reception@msfm.com.au

Urgent appointments & urgent enquiries we encourage patients to disclose as much information as you feel comfortable with, to assist staff in gauging the level of urgency and ensure you are seen or attended to in an appropriate timeframe. Please forward urgent matters to 000 for ambulance.

Walk-in appointments are available weeknights from 6pm and weekends from 8am. Please keep in mind weekdays from 8am to 6pm, the practice is appointment-based. However, we do reserve a certain amount of emergency appointments for patients with medically urgent symptoms/complaints.

Longer consultations Please advise reception staff if you would like an extended visit for a comprehensive issue or multiple issues.

Home visits are available at doctors' discretion.

Care outside normal opening hours
 You can contact our afterhours home visit service The National Home Doctors Service on 9429 5677 or present to the Geelong Hospital Emergency Department (4215 0000)
IF YOU REQUIRE URGENT MEDICAL ATTENTION PLEASE CALL AN AMBULANCE ON 000

Practice Information Sheet

Thank you for choosing Myers Street Family Medical Practice. We are Geelong and district's largest medical centre, offering a wide range of comprehensive services over extended hours.

Services

- GP's and Family Medicine
- Flu & Travel Vaccinations and Advice
- Diabetes & Asthma Educators
- Health Checks
- Corporate & Workplace Health
- Physiotherapy

Services

- Psychology
- Skin Checks
- Immunisations
- Speech Pathology
- Onsite Pathology
- Onsite Pharmacy
- Onsite Cafe

Our GPs

- Dr Layla Ahmed
- Dr Sangesh Chaudhary
- Dr Barrie Coulson
- Dr Stuart Galbraith
- Dr Evan Grambas
- Dr Lucy Ham
- Dr Monirul Haque
- Dr Adrian Jury
- Dr Daad Kafi
- Dr Hong Lam
- Dr Phineas Mazani
- Dr Lea McIntyre
- Dr Christine Okello
- Dr Tony Richardson
- Dr Mike Rankin
- Dr Ajay Sachdev

- Dr Alex Sossin
- Dr Saater Tine
- Dr Barbra Ward
- Dr Laurie White

Allied Health

- Joe Pashley – Physiotherapist
- Caitlyn Wilkinson - Physiotherapist
- Anita Spokes - Psychologist
- Georgia Green – Diabetes Educator
- Donna Previti – Diabetes Educator
- Jill Waddell - Diabetes Educator
- Gwyneth Wenlock – Speech Pathologist

Our Nurses

- Angela Rogers
- Anne Lynch
- Anne Hendy

Please be advised we are a private billing practice. It is expected that all accounts are paid on the day of service. Failure to do so may result in an accounting fee.

Payments can be made in cash, EFTPOS, cheque or credit card over-the- phone.

Medicare direct rebate will save you that trip to Medicare for your refund, and it's quick! Please see reception staff for more information

Treatment room supplies including vaccines, dressings or equipment used for certain procedures may attract non-rebatable costs.

Veteran Affairs Gold Card-holders do not need to pay for medical care at this practice.

Bulk-billing is at the doctor's discretion. Generally, you will have to pay for your service as we are a private billing practice.

Please turn over, more information on reverse side ☺

Patient health information Policy (Privacy & Confidentiality)

All information regarding individual patients cannot be disclosed in any form except for strictly authorised use within the patient care context at our practice or as legally directed.

Health records are kept where constant staff supervision is easily provided. Personal health information is kept out of view and is not accessible by the public.

All patient health information is considered private and confidential, and is not disclosed to family, friends, staff or others without the patient's consent. This information includes medical, residential, employment and family information. Each staff member is well-educated on privacy laws and signs a confidentiality agreement on commencement of employment.

In addition to Federal legislation, our practice also complies with State legislation. Our Practice Privacy Policy is available upon request.

Missed appointments and late cancellations

Please be advised you may be billed if you miss more than one appointment. If you are unable to attend, please call practice reception no less than 2 hours prior to your appointment. Late cancellations may also attract fees at the doctor's discretion.

Translation services our practice encourages patients with English language difficulties to utilise Translating and Interpreting Service National, ph 131450.

Our practice encourages patients with hearing difficulties to utilise National Auslan Booking & Payment service 1800 24 69 45.

We are happy to organise these services for you.

Reminder System is a system in place that generates a reminder letter for your convenience in regards to preventive care. Please advise your GP if you do not wish to be reminded.

Receiving and returning phone calls The best way to have an issue followed up is to make an appointment or communicate your query to reception staff, who will follow the query up promptly. We generally do not offer phone consultations. This is at the doctor's discretion. For urgent problems, communicate the level of urgency to reception staff or call 000 for ambulance.

Feedback and complaints can be lodged whenever a patient feels it necessary. Please address a letter of complaint/feedback in writing to:

**Private & Confidential
Practice Manager
Myers Street Family Medical Practice
148 Myers Street
Geelong VIC 3220**

Health complaints of a more serious nature, i.e. privacy breaches or discrimination can be directed to:

**Health Services Commissioner
Complaints and Information
30th Floor
570 Bourke Street
Melbourne. 3000
Victoria, Australia
Telephone: (61 3) 8601 5200
Toll Free: 1800 136 066
E-mail: hsc@dhs.vic.gov.au**

Fees

	Private	Concession	Rebate
Standard Consultation	\$75	\$65	\$37.05
Extended Consultation	\$109	\$99	\$71.70
Afterhours Standard	\$92	\$82	\$49.00
Afterhours Extended	\$122	\$112	\$83.95

Results follow up procedure (Recalls) either the doctor or receptionist will contact you should you require urgent/non-urgent follow up. It is advised that you make a follow up appointment regardless of result outcomes, as a normal result does not necessarily mean that further investigation is not warranted.

Your health records can be accessed by yourself provided you request a copy of health information in writing and present photo I.D.

Please self identify any disabilities or cultural backgrounds on New Registration Form so we can ensure you are receiving the best possible care.