



222 Torquay Road, GROVEDALE 3216

p: 52416129 | f: 52416762

e: reception@cottagehealth.com.au

w: www.cottagehealth.com.au

#### OPEN 6 DAYS *Appointment based*

Mon – Tue 8AM – 8.00PM

Wed – Fri 8AM – 6.00PM

Saturday 8.30AM – 12.30PM

**For appointments and enquiries** please call practice reception on 03 5241 6129. Enquiries can be lodged through reception@cottagehealth.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 emergency matters to 000 for ambulance.

**Walk-in/On the day appointments** ideally we encourage all our patients to book more than 24 hours in advance however we understand this cannot always be the case. We try to accommodate on the day appointments where possible.

**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**  
Our sister clinic Myers Street Medical Practice is open 7 days a week 365 days a year (8am – 10pm). 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**

Ver. 4- 1.11.16

## Practice Information Sheet

Thank you for choosing The Cottage Medical Centre. Operating since 2009, we are a modern practice set at the back of the Heritage Listed German Cottage in Grovedale. We pride ourselves on our customer service & excellent clinical outcomes and consider your health to be our priority.

### Services

- General Medicine
- Maternal Health
- Weight Management
- Diabetes Care
- Onsite Pathology
- Dietician
- Antenatal Care
- Immunisations
- Onsite Pharmacy
- Speech Pathology
- Women's Health
- Men's Health
- Insurance & Occupational Medicals
- Psychology
- Skin Cancer Checks
- Travel Advice and Vaccines
- Health & Fitness Room

***The Cottage Medical Centre is the sister practice to Myers Street Family Medical Practice – Geelong region's largest medical practice.***

### Our GPs

Dr Stuart Galbraith  
Dr John-Paul Darby  
Dr Manoranjan Kar  
Dr Christine Okello  
Dr Rachel Cameron  
Dr Rebecca Jarvis  
Dr Janelle Bennett  
Dr Catriona Pendrigh

### Qutis Skin Clinic GPs

Dr Bruce Poole  
Dr Emily Shaw  
Dr Daniel Marrow

### Our Nurses

Lynne Weber  
Jo-Anne Williams

### Allied Health

Jace Kelly – Exercise Physiologist  
Matt Wade – Exercise Physiologist  
Anthony Winter – Physiotherapist  
Ryan Dahlhaus – Physiotherapist  
Joe Pashley - Physiotherapist  
Adriana Gargiulo – Psychologist  
Raelee Sharon Coppe – Psychologist  
Anita Spokes - Psychologist  
Georgia Green – Diabetes Educator  
Teresa Hamm – Podiatrist  
Joe Meiklejohn - Podiatrist  
Gwyneth Wenlock – Speech Pathologist  
Louise Hennessy – Speech Pathologist

### Specialists

Prof. Lee Kennedy – Endocrinologist

***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. 131 450.

Our practice encourages patients with hearing difficulties to utilise National Auslan Booking & Payment Service Ph. 1800 246 945.

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  
The Cottage Medical Centre  
222 Torquay Road  
Grovedale 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](mailto:hsc@dhs.vic.gov.au)**

**General Practitioner Fees**

	Private	Concession	Medicare 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/discussion with your GP is not warranted.

**Your health records** can be accessed by yourself, provided you request a copy of your 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.***