



## PRACTICE INFORMATION SHEET

148 Myers Street Geelong 3220  
P: 5229 5192 | F: 5229 6090  
E: [reception@msfm.com.au](mailto:reception@msfm.com.au)  
W: [www.msfm.com.au](http://www.msfm.com.au)

### For All Appointments & Enquiries

Please call our practice reception on (03) 5229 5192. Enquiries can also be lodged through email, please send to the following [reception@msfm.com.au](mailto:reception@msfm.com.au)

### Urgent Appointments & Urgent Enquiries

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

### Fees/Payment Policy

	Private	Concession	Rebate
<b>Standard Consultation</b>	<b>\$85</b>	<b>\$75</b>	<b>\$38.75</b>
<b>Extended Consultation</b>	<b>\$119</b>	<b>\$109</b>	<b>\$75.05</b>
<b>Afterhours Standard</b>	<b>\$102</b>	<b>\$92</b>	<b>\$50.55</b>
<b>Afterhours Extended</b>	<b>\$132</b>	<b>\$122</b>	<b>\$86.60</b>

We ask for full payment of your account on the day of your consultation, we/you are then able to claim the Medicare rebate direct from Medicare. EFTPOS facilities are available. **WorkCover** claims require a claim number. Full payment is required on day for **WorkCover** claims that do not currently have a claim number.

**Payments** after your consultation can be made in cash, EFTPOS, cheque or by credit card.

**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 Cardholders** do not need to pay for medical care at this practice.

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

## OPEN 7 DAYS A WEEK

**8:00am – 8:00pm**

Appointments Required

### Meet Our Doctors

Dr Adrian Jury	Dr Monirul Haque
Dr Ajay Sachdev	Dr Mohammed Idris
Dr Alex Sossin	Dr Michael Birrell
Dr Anthony Richardson	Dr Mike Rankin
Dr Barrie Coulson	Dr Nahid Asim
Dr Barbara Ward	Dr Nick Titheridge
Dr Evan Grambas	Dr Phineas Mazani
Dr Helen McStay	Dr Vicki Mouzakis
Dr Lea McIntyre	Dr Saater Tine
Dr Lucy Ham	Dr Sangesh Chaudhary
	Dr Stuart Galbraith

### Meet Our Allied Health Professionals

Joseph Pashley - *Physiotherapist*  
Gwyneth Wenlock - *Speech Pathologist*  
Georgia Green - *Diabetic Educator*  
Mel Byrne - *Diabetic Educator*  
Kelsey Weight - *Dietitian*

### Your Health Records

Can be accessed by yourself provided you request a copy of health information in writing and present photo I.D. Please see our reception staff for further information and request forms.

### Services Offered At Our Practice

- GPs and Family Medicine
- Telehealth Appointments
- Flu & Travel Vaccinations and Advice
- Diabetes Educators
- Health Checks
- Corporate & Workplace Health
- Physiotherapy
- Geriatric Specialist
- Psychology
- Skin Checks
- Immunisations
- Speech Pathology
- Onsite Pathology (Melbourne Pathology)
- Onsite Pharmacy (Soul Pattinson Pharmacy)
- Onsite Cafe

**Please self-identify any disabilities/cultural backgrounds on the New Registration form so we can ensure you're receiving best possible care.**

## **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.

## **Phone Calls & Electronic Communication**

The best way to have an issue followed up is to make an appointment or communicate your query with one of our reception staff, who will follow up on your behalf.

Phone consultations are at the doctor's discretion.

For urgent problems, please communicate the level of urgency with our reception staff or in an emergency please call **000** for an ambulance.

Email communication is discouraged as this is not a secure method for patient privacy.

All Clinical questions done via social media will not be responded to.

## **Feedback & Complaints**

These can be lodged at the patient's discretion whenever it is felt necessary. Please address a letter or email of complaint/feedback in writing to the following:

### **Private & Confidential**

#### **Practice Manager**

**Myers Street Family Medical Practice**

**148 Myers Street, Geelong VIC 3220**

**E: [reception@msfm.com.au](mailto:reception@msfm.com.au)**

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: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)**

## **Missed Appointments & 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.

## **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.

## **Interpreter Service**

If you require an interpreter please see one of our friendly staff and one will be arranged for you through the Translating and Interpreting Service on 131 450

## **Out of Hour's Medical Assistance**

If it's an emergency situation call 000 immediately. If you're seeking 24/7 health advice call 13SICK (137485). For a list and contact details of all Hospital and Health Services, please visit: [www2.health.vic.gov.au/services](http://www2.health.vic.gov.au/services). If you're seeking counselling or need to speak with someone, please visit [www.beyondblue.org.au](http://www.beyondblue.org.au) or call 1300 22 4636.

## **MyHealthRecord**

It's your choice to have a My Health Record or to permanently delete it at any time in your life.

To learn more about My Health Record and how your privacy is protected. Go to

<https://www.myhealthrecord.gov.au/>

Not all GP's are currently engaged with the MyHealthRecord system and therefore access to the records may vary between practitioners



*This information is true and correct as of May 2021*