



Patient Information Sheet

Our Mission Statement – Providing The Best Care

Eaglehawk GP Clinic aims to provide the best, reliable and professional health care for individuals, families and the community we service. We want to offer coordinated care, in a compassionate atmosphere, while encouraging patients to partner in their care, through education and lifestyle modifications.



The Team at Eaglehawk GP Clinic

We have an experienced range of General Practitioners including a nurse who provides a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care. Our General Practitioners include:

Dr Sajjad Muhammad – GP and Skin Checks

Dr David Gidley GP

Management of your Personal Health Information & Privacy

All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file specialists reports. Our computers are password protected, emails are encrypted and are backed up daily. All information recorded at the practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. The provision of quality health care requires a doctor – patient relationship of trust and confidentiality. A copy of our privacy policy is available on request and located on our website.



Appointments

Appointments can be made by calling 03 5441 0900 between 8:30am – 6pm Monday to Friday. Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor. If you have several things to discuss or require more time with the doctor please ask for a long appointment. Emergency and Urgent appointments are given priority and appointments are available if you are ill or injured on the day. If you or a family member requires an interpreter service, we can organise this for you. Please make us aware when booking your appointment. For further information please see Interpreter Service section below. Our doctors offer telehealth services for patients who have been seen face-to-face, in the clinic, in the last 12 months. Appointments can also be made online with Auto Med Systems.

Arrangements for walk-in patients

Eaglehawk GP Clinic provides medical consultations via appointment; however, we also welcome walk-ins depending on doctor availability. Where possible, please call reception before visiting.

Fees and Billing Arrangements

We offer bulk billing to all children under the age of 16 years. Also, for patients who hold a valid Medicare Card with a:

- Pensioner Card
- Health Care Card
- Commonwealth Seniors Health Card
- DVA Card Holders

Please ensure that you have your cards on you and advise us of any changes. All other patients will be charged standard fees. Common fees are listed below along with the Medicare Rebate and what the out-of-pocket expense is. Our staff will offer to process your Medicare rebate at the time of payment so you will receive your rebate automatically into your nominated bank account. You will need to register your bank details directly with Medicare.



Standard Fees and Charges as Listed Below:

all standard consultations are fully bulk billed.

*Please note that specialized medical procedures as skin excisions and iron infusions will incur an **out-of-pocket fee**.*

Home Visits and After-Hours Care

At the doctor's discretion we may be able to provide home visits for our regular patients only depending on the medical need, location and urgency.

In an emergency, please call 000. After hours consultation may be considered for our regular patients only although these consultations will incur a fee. Please contact the clinic on 03 5441 0900.

Reminder System

It is important for us to keep our records of your current address and details always updated, there the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via SMS or mail offering you an appointment in relation to preventative care healthcare. If you do not wish to receive reminder notices, please notify reception.

Recalls

Our practice has a recall system in place and our doctors participate in National and State registered programmes e.g. Pap Smear and Breast Screen Registers. If you would prefer to opt out of these registries, please notify reception.



Receiving Results

It is the policy of this practice to have all patients return for a consultation to discuss their results. Only under special circumstances and if this is organised by the doctor during your initial consultation can the doctor be contacted and give results.

Phone Calls (Receiving and Returning)

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment. If it is important and the doctor is unavailable, the nurse may be able to assist.

Management Of Your Health Information

Your medical record is a confidential document. It is the policy of this practice to always maintain the security of personal information and to ensure that this information is only available to an authorised member of staff. A copy of our privacy policy is available on request from reception.

Patient Rights

We recognise that patients have certain rights, and we will endeavour to support these rights. If you are unhappy with any aspect of the services, we provide or if you feel your rights are not supported, we would appreciate your comments. Further information regarding your rights is in our Patient Rights Policy which is available upon request.

Communication and Telephone Policy

Eaglehawk GP Clinic allow patients an opportunity to obtain advice or information related to their care by electronic means, but only where the general practitioner determines that a face-to-face consultation is unnecessary and that communication by electronic means is suitable. Eaglehawk GP Clinic will only provide information that is of a general, non-urgent nature and will initiate electronic communication (such as email appointment reminders) with patient consent. Any electronic communication received from patients is also used as a method to verify the contact details we have recorded on file are correct and up to date. Communication with patients via electronic means is conducted with appropriate regard to privacy. Before obtaining and documenting the patient's consent, patients are fully informed through the information contained in Eaglehawk GP Clinic New Patient Registration Form, stating the risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient.



Providing Patient Feedback and Complaints

At Eaglehawk GP Clinic, it is important to ensure that we continually improve the way we deliver our services. We request all complaints and feedback be directed to our Practice Manager via email pm@maidengullymedicalpractice.com.au via post to 745 Calder Highway, Maiden Gully VIC 3551 or by calling the clinic on 03 5441 0900. We will respond to your complaint / feedback within 30 days.

If you are unhappy about a health service provided to you or a family member, please try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service related complains please contact the Victorian Health Services Commissioner

Health Services Commissioner
Complaints and Information
Tel: 1300 582 113
Fax: 613 9032 3111
Email: hsc@health.vic.gov.au

Interpreter Services

Patients are encouraged to use the free Translation and Interpreting Service. This service is available 24 hours a day via telephone on 131 450. Another free interpreting service available for patients who suffer from hearing loss and use Australian Sign Language (AUSLAN) Their contact details are 1800 246 945. Our practice also uses TIS (Translator & Interpreter Service)