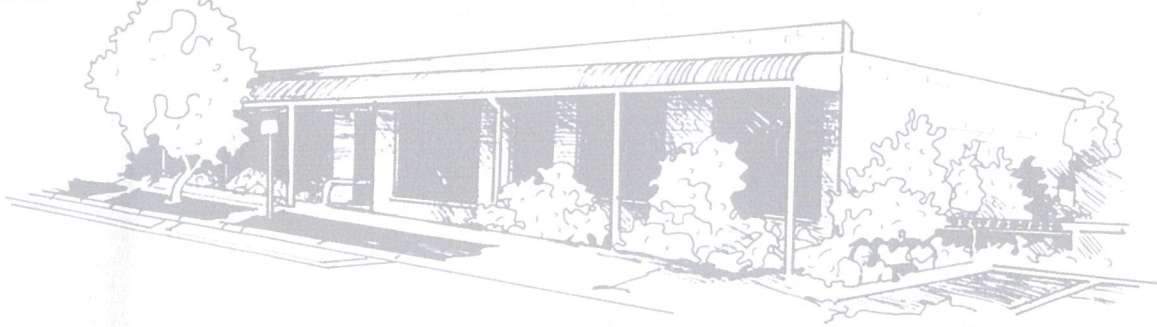


ARARAT MEDICAL CENTRE P/L



PRACTICE INFORMATION

THE ROLE OF THE GENERAL PRACTITIONER

The role of the GP is to provide ongoing care to individual patients and their families, and to look after the health of the community. General Practitioners are trained to deal with the broad range of health, psychological and family problems. We also have access to specialist medical and other health services which may be needed. Doctors within the clinic have special interests in obstetrics, anaesthetics, paediatrics, heart disease, spinal problems, occupational health, public health, women's health and travel medicine. Patients requesting a referral or '2nd opinion' will be treated respectfully. Specialists can be consulted by referral from a GP (from either within or outside our medical group).



THE NURSING STAFF



Our nursing staff are all Division One Registered Nurses and are also accredited immunisation providers. They are all experienced in dealing with emergencies. Nursing staff are available each day and patients are encouraged to talk with them, either in person or by telephone, for reassurance and advice.

THE RECEPTION STAFF

Our reception staff have in excess of 100 years experience between them!! They have an invaluable knowledge of the health system and are here to assist you with the day to day requirements. Our Medical Records Staff looks after your personal health records and ensures results and letters are included in your computerised records. Should you have any queries or questions regarding the security of your records, please feel free to contact the Practice Manager.

YOUR PRIVACY

We are committed to protecting your right to privacy. At the Ararat Medical Centre we believe an individual's right to keep their personal information private is very important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal health information. We have developed a Privacy Policy to explain our commitment to you. Please ask for our Privacy Policy brochure or you could speak to our Practice Manager. If you wish to view your medical records please see the reception staff to make an appointment with your Doctor to discuss them. If dissatisfied you can lodge a complaint to the Federal Privacy Commissioner whose contact details are: GPO Box 5218, SYDNEY NSW 2001 Privacy Hotline: 1300 363 992 Website: www.privacy.gov.au

OPENING HOURS AND APPOINTMENTS

Our telephone is staffed from 8.30am to 5.30pm weekdays (excepting public holidays) Doctors consult from 9.00am to 5.00pm weekdays. Urgent appointments can be made by telephoning on the day. We are CLOSED on weekends. Although the practice maintains appointment schedules for each doctor, **emergency problems will receive priority**. Emergencies likely to interfere with the doctor running behind time include obstetrics, emergency anaesthetics, a patient presenting with chest pain, or severe bleeding. Of course, there are also the times when for various reasons; we do not have enough staff to cope with the workload and we have a policy of treating any patient with a medical emergency first.

When making an appointment, please let us know if the problem is urgent, or if you have a sick child. If you are distressed, vomiting or just not feeling like you can cope with sitting in the waiting room, please let the receptionist know so we can arrange for you to have some privacy. Please wear a mask if you have Respiratory symptoms and avoid coming onsite if you have Covid or other respiratory illnesses.

Partners

DR MICHAEL CONNELLAN
MBBS, FRACGP, DRANZCOG, FACRRM
DR PIETER PRETORIUS
MB.Ch.B. MMED (Fam Med), FRACGP
DR CHEE SHENG WONG
MB BS, FRACGP, DRANZCOG
DR PRASAD FONSEKA
MBBS, FRACGP, Dip ACEM JCC (Anaesthesia)
DR FARAZ AHMAD
MBBS, FRACGP

Assistants

DR. DAVID BREED
MBBS
DR. FARHANA ATKER
MBBS
DR AZAZ UL HAQ
MBBS
DR. ZEINAB SEDEGHI
MD
DR. CHAMINI SENTHUNGE
MD
DR. AYOMI FERNANDO
MBBS
DR. GOWSHIGAN CHANDRAGOWRISAN
MD
DR. LEON ONG
MD
DR EDDIE CHEN
MD
DR RISHI SAINI
MD
DR. JACINTA BUI
MD
DR HAMISH CLYDSALE
MD

Nursing Team

Blaire, RN	- Nurse Unit Manager
Jenni, RN	- CDM Nurse
Erin, RN	
Janine, RN	Meaghan, RN
Kim, RN	Catherine, RN
Blaire, RN	Alice, RN
Brody, RN	Claire, RN
Lucy, RN	Alana, RN

Administration Team

Garry	- Practice Manager
Emily	- Finance Officer
Ruth-Cheryl	- Accreditation Officer
Michelle	- Accounts Officer

Reception Team

Vicki	- Reception Supervisor
Tanya	Liaetita
Tammy	Janet
Emma	Gaylene
Kelly (Willaura Medical Centre)	

Visiting Specialists

Dr. Kon Shimokawa	- General Surgeon
Dr. Christopher Hengel	- Cardiologist
Dr. Ahmed Naqeeb	- General Surgeon

Visiting Allied Health

Country Hearing Care

CDM NURSE - GP MANAGEMENT PLANS

A GP Management plan involves you, your GP and a Practice Nurse who, with your consent and assistance, will carry out a detailed assessment and then form a written Management Plan. This defines your special needs and the health care you require to meet those needs. Your input will be sought to tailor the Plan so that you can work with it practically. Anyone who has a long term medical condition that will last longer than 6 months e.g. arthritis, asthma, diabetes, cancer, heart disease etc. is eligible for this service. About one hour is spent with the Nurse preparing a Plan with you to include all your medical, physical, lifestyle, social and psychological needs. If you would benefit from the involvement of Allied Health providers, usually at minimal or no cost to you, (e.g. Diabetic Educator, Dietician, Asthma educator, Podiatrist, Physiotherapist) for services, education and advice, a Team Care Arrangement will be made; (a document that lists your needs, the Doctors recommendations and the contact numbers of providers to be involved in your care). You will then see your GP for about 15 minutes to discuss the Plan. For further information, or to book an appointment please phone the medical centre on 5352 2311.



45 YEAR HEALTH CHECK

45

The 45 year old health check is part of the Australian Better Health Initiative, announced by the Council of Australian Governments in. The ABHI aims to enhance the capacity of the health system to promote good health and reduce the burden of chronic disease. This is a time of life when individuals may begin to feel the impact of ageing and notice signs of the onset of chronic disease. A health check at this stage of life can assist patients to make the necessary lifestyle changes to prevent or delay the onset of chronic disease.

The aim of this health check is to assist with the prevention of chronic disease and to enable early intervention strategies to be put in place where appropriate. The health check is available to people between 45 and 49 years of age (inclusive) who are at risk of developing a chronic disease. 45 year old health checks are offered as a combined consultation with nurses and your Doctor. Please allow up to one hour to complete your assessment. For further information, or to book an appointment please phone the medical centre on 5352 2311.

PAP SMEARS



A Pap Smear test can show early signs of the development of pre-cancer in the neck of the womb (the cervix). Women should have a Pap test every two years until you turn 70. (unless your doctor has told you a different interval). Women requiring pap tests are now able to choose to visit either their doctor or our nurse pap test provider. Our nurses have completed training at Melbourne University credentialing as Nurse Pap Test Providers. Services offered include Pap Testing, cervical cancer vaccination and other health information. For appointments or enquiries please call 5352 2311.

OMAS SERVICE

The **Occupational Medical Assessment Service** is provided to employers who require a pre-employment or regular health assessment of their current or future staff. Patients are booked in with our OMAS Nurse before seeing the Doctor. Options for this service include measurement of respiratory function; Audiometry; ECG; Chest x-ray; Pathology tests and drug screen testing. (onsite or lab analysis). For current fees or appointments or enquiries please contact our Reception staff on 5352 2311.



INTERPRETER AND HEARING IMPAIRED SERVICES



There are some circumstances in which a patient may not want to use a family member or friend as an interpretive/communication link. We acknowledge this right and have access to an 'Interpretive Service' provided by the Department of Immigration and Ethnic Affairs. This NABS provides interpreters to Deaf and hard of hearing people who use sign language and would like an interpreter for private medical appointments. If you feel these services would benefit you, please feel free to speak to one of our receptionists prior to your appointment.



SMS & APP APPOINTMENT REMINDER SERVICE

We know that it is sometimes hard to remember everything so we offer a free service to our patients who register their mobile number with us. We will use your mobile number to provide you with an appointment reminder service by SMS or APP and we may also communicate with you by SMS or APP from time to time. Please complete a patient registration form to register for these services. You may opt out of this service at any time by putting your request in writing including your mobile number.

UNABLE TO MAKE YOUR BOOKED APPOINTMENT?

We understand there may be circumstances that prevent you attending your booked appointment. If this is the case, please call and advise one of our receptionists prior to your appointment so we can offer an appointment to someone else. Please take the time to notify the practice if you cannot attend your appointments, otherwise a non-attendance fee of may be charged. (*non-rebateable from Medicare*)

ACCREDITATION



AGPAL accredits general practices in Australia. All practices accredited with AGPAL are assessed against the Royal Australian College of General Practitioners' Standards. These standards can be accessed at www.racgp.org.au and are now in their fifth edition. Accreditation provides general practitioners and their community with a mechanism for acknowledging the quality of a general practice. Accreditation is a way of assessing and recognizing the quality of a general practice against professionally developed and trialed standards. These standards are designed to ensure high quality care is provided in a safe and well organized manner.

The Ararat Medical Centre Accreditation is managed by AGPAL.

The Ararat Medical Centre meets every standard detailed in the RACGP's standards for General Practice 5th Edition.

LONGER CONSULTATIONS

Appointments are usually spaced 10-15 minutes apart to allow adequate time for the visit. Please advise reception staff when booking your appointment if you want a longer consultation to enable adequate time to be provided. Please advise staff if attending for a pre-employment or insurance medical.

AFTER HOURS / EMERGENCY

The general practitioners maintain an after hours roster for urgent problems. This covers after hours, weekends and all public holidays. Telephone the Ararat Medical Centre on 5352 2311 and follow the instructions.

It is important to phone first as many problems can be assisted by advice and do not need to be seen immediately.

The Ararat Medical Centre provides an after-hours service to our patients via our local hospital's Urgent Care Centre. (East Grampians Health Service). Each night from 6pm to 8am the following morning, our telephone is diverted to the Healthdirect helpline. All calls are initially handled by a specially trained triage clinician.

If you have difficulty in getting through on the after-hours service you can call the After Hours Helpline direct on 1800 022 222.

Patients with serious problems e.g. a broken limb or chest pain (of any cause) should go directly to the hospital or call an ambulance on 000.



REFERRALS TO SPECIALISTS AND PAYMENT OF THEIR FEES

To claim a rebate through Medicare for your specialist visit, you require a referral from your GP. Our reception staff may book your appointment with the specialist you have been referred to. You need to be aware of the billing practices of individual specialists and the gap fees you may incur, these vary. The practice has details available; please ensure you are given this information as most specialists expect payment on the day of service. If you have any questions regarding your specialist appointment or their fees, please speak with one of receptionists.

RECALLS AND REMINDERS

Our practice maintains a "Recall and Reminder" system to provide preventative care for its patients. The reminder system includes checks to help in the prevention or early detection of certain conditions such as diabetes, asthma, high blood pressure, high cholesterol and immunization follow-up. All Pap smears are sent to Victorian Cytology Service and are automatically included in the Victorian Cervical Cytology Register. This service provides automatic reminders plus recalls for abnormal results. If you do not wish to be included in the Registry, please advise your doctor so the appropriate paperwork can be included with your pap smear. To ensure reminders are received, please advise the Registry of any change of name and/or address.

TEST RESULTS AND CONTACTING YOUR DOCTOR



Doctors do not take phone calls during consultations. We try to avoid interruptions when the doctor is seeing other patients. Please make an appointment regarding follow-up and test results which will avoid the need for you to phone in. Our nursing staff are available to provide medical advice in person or over the phone for emergency care.

HOME VISITS

Home visits are available when it is not possible to come to the clinic, or hospital, by car or taxi. Please give some indication of the problem so that the doctor can bring appropriate treatment equipment. Regular visits are made to local nursing homes and aged care hostels. The sort of problems that need a home visit are those that might physically prevent the patient getting out of bed e.g. balance disturbance or infectious disease (e.g. chicken pox), or where other factors apply, such as having several sick children. In general it is more difficult for the doctor to assess your problem at home, particularly if further tests are needed.

REPEAT PRESCRIPTIONS

Patients should discuss repeat prescriptions with their own doctor.

Patients on regular medication have chronic health problems and need to see the doctor every 3 or 4 months. In most cases it is possible to prescribe sufficient quantities of medicines to last until the next review. If you feel that your problem is very simple or just requires 'a script' our receptionist's will book you in for a brief appointment. Patients are welcome to phone for a replacement script if the original is lost or misplaced. A non-rebateable fee may be charged for a prescription if the patient was not seen by the doctor.

COMPLAINTS OR SUGGESTIONS

We can only address complaints or suggestions if we know about them. Difficulties can occur due to communication problems or misunderstandings. Your doctor will appreciate the opportunity to discuss any problem. However, if you have a suggestion that you think will be of benefit, we have a suggestion box situated in the front waiting room. We would be most pleased to receive your feedback. We also use Active Insights to receive patient feedback after your consultation. If after talking your issues through, you wish to take the matter further we can provide information sheets about the Health Services Commissioner on 1300 582 113 or via their website; www.hcc.vic.gov.au

MEDICAL EDUCATION

Doctors in our clinic regularly attend conferences and updates in areas of benefit to their patients. We regularly teach medical students from Deakin, Monash and Melbourne University. Experience in the rural practice teaches students much about medicine and also our country way of life. You will be advised when students are working with us – you are welcome to say no if you wish to see your doctor alone – just tell the staff at the front desk.



FEE POLICIES

Our Medical Practice is focused on looking after the health of people and the community.

From the 1st of November we Bulk Bill all eligible patients for all eligible item numbers.

For non Medicare patients and eligible items we accept payment for our fees via Cash, Cheque, EFTPOS and Credit Card.

We bulk bill all eligible patients and item numbers. Some procedures can incur an extra charge. You will be informed of the extra charges where possible. Please ask your doctor or receptionist if you have any further questions.

**We bulk bill
every eligible
patient**

medicare

**Bulk Billing
Practice**

PAYMENT OF ACCOUNTS

WE ACCEPT



Accounts can be settled by Cash, Cheque, Credit Card or EFTPOS.

Payment of all accounts are required on the day of your consultation. Full payment is required for Non-Cardholders. There is a Medicare office in Ararat who will process immediate rebates on paid accounts.

If you have any difficulty with the Medicare forms please ask our staff to assist you.

Non payment of accounts will result in restriction of services for non-emergency treatment.

BEST HEALTH APP

The Best Health App for your smart phone is the ideal way to stay in touch with us.

The app allows you to:

- Keep track of appointments
- Get appointment reminders
- Get patient health education direct from your Doctor
- Access your health summary and more



GOOGLE PHONES

Download the app today,
Scan the QR codes and follow
the prompts



APPLE PHONES

ON-SITE PATHOLOGY SERVICES

We are fortunate to have Dorevitch Pathology on-site to assist with any blood collection, ECG, 24 Hour Holter Monitor, Blood Pressure Monitors etc.

Pathology tests may incur a fee payable to Dorevitch Pathology.

HOURS:

Monday– Friday 8.30am to 4.00pm

Closed 1:00pm to 2:00pm for lunch each day

dorevitch
pathology