

## Practice Information

This practice is committed to providing comprehensive care to all patients. The Doctors are trained and experienced in the broad range of problems dealt with in general medical practice. We believe your health is best managed by continuous care from the same source, rather than different problems to different places. All our doctors will refer you for specialist opinions, investigations and treatment when necessary.

All patients have the right to informed consent in their treatment and actively participate in decisions about their healthcare.

## Surgery Hours

Monday - Friday	8:30am TO 6:00pm
Saturday	8:30am-1:30pm
Sunday	Closed
Public Holidays	8:30am to 1:30pm

Services available: General check-ups, Women's health, Men's Health, Family planning, Asthma, Allergy, Diabetes, Childhood Immunisation, Work cover, TAC, Preventative medicine, Pathology Collection Onsite, Physiotherapy.

## Doctors

### Dr Priyanthi Gunawardana

Special interests include Womens Health, family planning, Weight loss management

### Dr Ravi Wijsekara

Special interests include Mens Health, Diabetes, Weight loss management

### Practice Nurse

Kylie

### Practice Manager

Tracey Jones

### Receptionists

Georgia and Alysha

## Appointments

Please ring 9792 4060 for an appointment or book online via our website or facebook through hotdoc. Patients will be given an appointment of your choice. Please inform the receptionist at the time of making your appointment whether a long consultation is required and whether more than one person is to be seen. If you or a family member requires an interpreter service, we can organise this for you. Please let us know in advance when you make an appointment.

The Doctors at Doveton Medical Centre are happy to accommodate patients who present to the clinic without an appointment, though there may be a waiting time unless deemed urgent. Should you have any enquiries, please ask our friendly staff. Alternative modes of communication may be used by our patients with a disability. The National Relay Service (NRS) for patients that are deaf or the translation and Interpreter service (TIS) Doctors Priority Line (1300 131 450) for patients from a non English speaking background.

## Home Visits / Telephone Access/ Electronic Communication

Home visits are available on request for regular patients whose condition prevents them from attending the surgery. Home visits are bulk billed by our Doctors if a current Medicare card is provided. Doctors do not take telephone calls whilst seeing patients. Our receptionist staff will take a message, inform the Doctor and your call will be returned by the Doctor at the earliest possible time. Patients can send enquiries or contact us via fax on 03 9793 2890 or by emailing the Practice Manager at [gdoveton@bigpond.net.au](mailto:gdoveton@bigpond.net.au). Our clinic is also e-health compliant. Should you have any further enquiries please ask our friendly staff.

## Fees And Billing Arrangements

Doveton Medical Centre is a BULK BILLING CLINIC. However, if your Medicare card has expired or you fail to produce a valid card, you will be required to pay cash on the day. ACCOUNTS WILL NOT BE GIVEN.

### Private Fees

All consultations for new and existing patients on all days (including public holidays)	Bulk Billed
Iron Infusions	\$200
Procedures	\$200
Implanon Insertion/Removal	\$120
Non attendance Fee for Allied Health	\$50
Dressings	\$20 (For aftercare, no charge for consultation)

### Home Visits

Bulk billed with current Medicare card.

### Work Cover Fees

Depends on the institutional payers

### Locum Service

For afterhours care is bulk billed. Please call Doctor Doctor on 13 26 60.

## Work Cover and TAC Claims

Our receptionist staff will ask you to complete a work cover form. Payment for consultations will be billed and paid by you until we have authority from your employer to bill them direct. Please note there is an excess of \$599 for TAC claims to be paid by you. Once this has been reached we are then able to bill TAC direct.

## Recalls

Should patients have abnormal results, our clinic has a recall system where staff calls patients to arrange an appointment to see their Doctor. Recalls are attended to daily to ensure the best follow up care for our patients.

## Reminder System

The Surgery is committed to preventative care. We will call you from time to time reminding you about check-ups and preventative health services appropriate to you. We are fully computerized and actively involved in a recall and reminder system of our patients. If you do not wish to be included in this system, please speak with your Doctor.

## Disease Registers:

This practice submits patient data to various disease registers (cervical, breast and bowel screening etc) for preventative health. Please let us know if you do not wish to participate.

## Your Medical Record Is A Confidential Document:

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff. Patients can obtain a copy of our privacy policy at reception.

## Patient Complaints / Feedback

If you have a problem we would like to hear about it. Please feel free to talk to the Doctor or receptionist. We take concerns, suggestions and complaints seriously. We have developed and documented a privacy policy according to the current privacy laws. If you would like information about this policy or if you need to access your health record, please ask your Doctor or reception staff. Alternatively please contact The Health Care Complaints Commission, Level 30, 570 Bourke Street, Melbourne Vic. 3000. Ph: 03 8601 5222 Regional Free Call: 1800 136 066. <http://www.health.vic.gov.au/hsc/complaint.htm> . National Privacy Commissioner hotline on 1300363992 GPO Box 5218 Sydney NSW 2001 <http://www.privacy.gov.au/complaints>.

Members of the public may make a notification to AHPRA about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA. Australian Health practitioner regulation agency (AHPRA) <http://www.ahpra.gov.au/>

It is the role of this practice to provide a caring environment that is safe, welcoming and peaceful for all patients. We respect the rights of individuals, and will attempt at all times to treat patients promptly and courteously. Doveton Medical Centre requests that patients, in turn, treat staff and other patients with respect, refraining from shouting, swearing or engaging in other inappropriate behaviour which may cause harm or distress to themselves or others.