



55 Hunter Street, MILDURA VIC 3500

Tel: 03 5021 5152 **Fax:** 03 5022 1367

Practice Information Sheet

Living Rock Medical Centre is committed to provide comprehensive, quality care and services that will promote the health of children and adults of all ages in our community in a holistic, person-centred care model. We provide a holistic approach to all of our health care services to ensure the highest degree of integrated patient care in full support of the patient's wellbeing and wholeness.

APPOINTMENTS

Consultation is by appointment. Walk-ins will be fitted in at the earliest available time. Urgent medical situations will always be dealt with immediately.

Every effort is made to keep appointment times, but this is difficult at times due to emergencies, walk-in patients or unexpected longer consultations. To help us keep to appointment schedule, please inform our receptionist if your consultation is likely to be long – for example, pre-employment medical assessment, driving licence medical assessment, pap smear or if more than one family member is to be seen.

OPENING HOURS

Monday – Friday

9am – 5pm

Sundays & Public holidays

CLOSED

ONLINE APPOINTMENT:

You can also book your appointment online. Visit our website: www.livingrockmedical.com.au

WAITING TIME – In order to assist us to keep to appointment times, please advise the type of appointment that you need when booking – short or long consultation.

HOME VISITS

We can provide house calls for our regular patients, when necessary, on request. It is usually better if you are able to attend the practice as this is better equipped for examination and treatment.

AFTER HOURS

If you require medical service afterhours, please ring **Mildura Base Hospital on 035022333** or ring **000 for all emergencies**

TELEPHONE CALLS / ELECTRONIC COMMUNICATIONS

You can contact your doctor during normal business hours. If busy or involved with another patient, your message shall be taken, and our reception staff will advise you when it is likely that the doctor will be able to return your call. You will always be put through to the doctor if your situation is an emergency.

TEST RESULTS

Please note that we do not release test results over the phone. Test results are checked by the doctor as soon as test results are received at the practice. Patients are required to return for a consultation with the doctor to obtain test results. If any result is abnormal and or require urgent attention, we will contact you. To facilitate this, please make sure our reception has your current phone number and address details when booking.

CHRONIC DISEASE PREVENTION

Prevention of development of chronic disease is very important to us. We encourage you to take advantage of our practice nurse and your doctor to “measure up” and have your modifiable lifestyle factors assessed. We can also offer diabetes risk and cardiovascular risk assessments. Please ask the reception staff for these tools. Once filled in, please give this to your doctor or the nurse.

HEALTH ASSESSMENTS

We do recommend a yearly health assessment for all our patients over 75 years old. This is a comprehensive review of a wide range of health issues. Patients aged 45-49 are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which you may be at risk,

BILLING POLICY

GP Short consultation.....(10-15minutes)\$90.00 Medicare rebate = \$42.85

GP Long consultation(20-30minutes)\$150 (Medicare rebate = \$82.90

Payment is required at the time of consultation with either EFTPOS or cash.

Details of specific consultation fees including specialist consultations and procedures can be obtained from our receptionist.

*** All minor & major surgical procedures are charged separately.

BULK BILLING IS AVAILABLE FOR:

Children up to the age of 12 years who hold current Medicare card and all patients with a valid concession card such as Health Care card or disability card will be BULK BILLED for general practice consultations.

YOUR MEDICAL INFORMATION & YOUR PRIVACY

The practice uses the computerised Medical Records System to record all information related to the services we provide. Our computers are password protected, and back-up is carried out daily. All information recorded in the practice is treated as confidential in accordance with the Australian Federal Privacy Laws and Standards for the private health sector. We have a Privacy Policy and a written Practice Privacy Policy. The details of how we collect your personal information, how we use your personal information, disclosure of personal information, protection and retention of personal information can be obtained from our website under our Practice Privacy Policy

TRANSFER OF MEDICAL RECORDS

If you require a copy of your records to be sent elsewhere, we will request you to complete a release of personal information consent form.

Transfer of medical information electronically such as email

If you elect to use an email communication, be aware that there are a few possible risks that are associated with engaging in email communication such **as security breaches which may occur due to hacking or phishing and, accidental disclosure of confidential information.**

LANGUAGE INTERPRETING SERVICE

We make use of the TIS interpreter services both onsite and telephone when indicated in order to assist our doctors to ensure that they fully understand the nature of their patients' health need and that patients fully understand the outcome of the consultation.

PATIENT RIGHTS AND FEEDBACK

We are always committed to provision of evidence-based and standard healthcare services. We recognise that patients have certain rights, and we will endeavour to support these rights. We value your feedback/suggestions. If you are unhappy with any aspect of the services, we provide to you or if you feel that your rights are not supported, we would appreciate your comments. Your doctor, the Practice Manager or the receptionists on duty are available to discuss any problems you may have. Please feel free to complete the suggestion/feedback form and drop it in our suggestion/feedback box located in the waiting area. All received concerns will be attended to promptly and we will endeavour to provide you with feedback within 30 days of receiving the complaints or suggestions. More information about your rights and our obligations in respect to privacy and information on making a privacy complaint are available from the office of the Australian Information Commissioner at:

Website: www.oaic.gov.au

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Write: GPO Box 5218, Sydney NSW 2001

OR

Should you wish to take any complaints further, you can contact:

Office of the Health Services Commissioner

Level 30

570 Bourke Street, Melbourne, VIC 3000

www.health.vic.gov.au

Email: hsc@dhs.vic.gov.au

Tel: 03 86015200; 1300582113; Toll free: 1800136066

Fax: 0386015219