

Patient information sheet

Opening hours

- Monday – Friday: 8.00am – 8.00pm
- Saturday: 10.00am – 5.00pm
- Sunday: 10.00am – 4.00pm
- Public Holidays: 10.00am – 4.00pm
- CLOSED: Christmas Day & Good Friday

In the event we are closed please contact

- 13 SICK (13 74 25) - This is an afterhours home doctor service, which can bulkbill.
- If it is an emergency please go to Geelong Hospital Emergency Department, Ryrie Street, Geelong.

General Practitioners

- Dr Emmanuel Nnoku MBBS FRACGP
- Dr Santosh Kurien MBBS FRACGP MRCGP
- Dr C K Chan MBBS MAFP FRACGP
- Dr Nahid Asim MBBS FRACGP

Australian Clinic Labs Pathology: On-site Mon – Friday 8.00am – 4.00pm

Practice Nurse: Jen (Pap test and immunisation qualified)

Allied Health services include: Credentialed Diabetes Educator, physiotherapist and podiatrist.

Appointments

We are an appointment only clinic; longer appointments are available upon request. We endeavour to keep on time; however emergency cases will have priority. On occasions we do run behind, this is often because we have dealt with unbooked but urgent cases, please be patient with us, we do attempt to keep to our appointment times as much as possible.

Failure To Attend Fee (FTA)

Due to the number of missed appointments, we now have a FTA fee of \$50.00 non-refundable. If you can't make your appointment please cancel 2hrs prior or you will be charged this fee.

Medical Certificates

You will need to see the doctor for a medical certificate on the day it is required. If you are unable to visit the surgery a letter of support may be arranged if the doctor is happy to do this.

After Hours Care

We are registered with a medical deputizing service which covers the Geelong / Melbourne area. A doctor can come and visit when we are closed. Pensioners are also bulk billed. Ph (03) 9429 5677

Prescriptions

Appointment required for all prescriptions. We do not do scripts over the phone or by verbal request.

Drugs of Dependence

We do not prescribe drugs of dependence or keep any drugs of dependence on the property.

Aggressive Patients

This practice does not tolerate any aggressive behaviour physically or verbally towards staff or fellow patients

Test / Procedure results

Results cannot be given out over the phone. Reception staff are able to tell you that they are back. A follow up appointment is required for all results.

Management of Personal Information/Privacy

Your medical records are confidential. It is the policy of this practice to maintain security of personal health information at all times and to insure information is only available to authorized members of staff. We abide by the national privacy principal.

Fees and Billing

Patients are bulk billed upon presentation of a Medicare card for GP appointments unless they have the following exceptions:

- Medical reports, work injuries and transport accidents cannot be bulk billed
- Medical reports: depending on information payment required on the day.
- Employment medicals: Depending on information payment required on the day.
- Sports medicals: Depending on information payment required on the day.
- Work injuries: have to be paid on the day of appointment unless prior arrangement made with employer written on letter head.
- Transport accidents: must be paid for on the day unless you provide us with a letter stating TAC have accepted your claim.
- People without an in date Medicare card will also incur an out of pocket cost to be paid on the day of the consult.

Toys and Magazines

This practice does not provide toys and magazines as they can harbour harmful germs; you are more than welcome to bring along a magazine, toy or book to enjoy whilst waiting.

Telephone Calls

The Doctor is not always able to take your phone call, however rest assured all messages are passed onto the doctors regularly during the day. If able, the doctor will often call you back when they are free.

We do not provide consultations over the phone.

We do not provide results of investigations over the phone under any circumstances – a follow up appointment is required to receive all results.

If you wish to enquire about the return of expected results please wait until after 1pm to call.

Translating and Auslan Services

All practitioners have access to these services to assist in your health consultation if you wish.

You're Rights/feedback

If you have a problem we would like to hear about it. We have a suggestion box located in the reception area or please feel free to raise any concerns with a staff member. Contact details for the Victorian Complaints Agency are:

Health Services Commissioner 10th floor, 55 Swanton Street Melbourne 3000 Ph: (03) 9655 5200	Australian Health Practitioners Registration (AHPRA) GPO Box 9958 Melbourne VIC 3000 Ph: 1300 419 495 W: www.ahpra.gov.au
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