

Practice Information Sheet



Carlton Family Medical
88 Rathdowne St Carlton 3053

Opening Hours

Monday 8:00am-6:00pm

Tuesday 8:00am-5:30pm

Wednesday 8:00am-5:30pm

Thursday 8:00-6:30pm

Friday 8:00am-5.30pm

Saturday 9:00am-1:00pm

(last updated 22 January 2019)

Practice Doctors

Our team of very experienced and highly qualified doctors offer you the highest standard of general medical care. Each of our doctors have their own areas of special expertise and interest. Between them they cover all of your health care and medical needs.

(see our website for more information about each Doctor)

Dr Brooke Anderson

Associate-Professor Ralph Audehm

Dr Austin Chow

Dr Jennifer Conway

Dr Kate Douglass

Dr Dora Hu

Dr Michael Lum

Dr Jo-Anne Manski-Nankervis

Dr Mark Seychell

Dr Marie Spiroulas

Allied Health

Mr Simon Parker (Psychologist)

Mr Christopher Harris (Physiotherapist)

Ms Jacquie Brasher (Audiologist)

Interpreter Services

If you require an Interpreter please let us know at the time of booking the appointment.

A free interpreter service is available for hearing impaired patients and those that use Australian Sign Language (AUSLAN). Contact national AUSLAN Interpreter Booking Service (NABS) on 1800 24 69 45 or visit the NABS website www.nabs.org.au for further information.

Cultural Background

In order to provide you with the most appropriate care and to accommodate your medical needs we encourage you to inform the practice of your cultural background.

Reminder System

If you have an abnormal test result or require follow-up for a serious medical condition we will contact you either by phone or send you a letter regarding the result. Please indicate your preference for contact and ensure we have up to date details for your phone number, email and postal address.

In addition we occasionally send letters to advise you about preventative health services appropriate to your care. Our patient details form that you complete when you register at this

practice asks for your permission to be included on our reminder system. If you do not want any of these letters please ensure your doctor knows this to ensure we document this in your records.

Personal Details

To enable us to contact you without delay and to assist us in providing comprehensive care, please ensure reception staff has your name, address, email and phone numbers as well as a current emergency contact name and number.

Management of your Personal Health Information

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 authorised members of staff. We abide by the National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Practice Support Staff

Executive Director	Paul Csoban
Practice Nurses	Winsome Felber, Priska Sunaryo
Practice Manager	Sashi Naidu
Administrative Assistants	Thuy Tran, Tina Vuong, Jilliah Johnson, Simren Seychell, Alice Hardinge, Raushaan Seychell

Appointments

Carlton Family Medical runs an appointment system and the standard appointment time is 15 minutes. In order to accommodate your appointment time efficiently, please advise whether you need a standard 15 minute appointment or long double appointment of 30 minutes duration.

To make an appointment please phone the reception on **8330-3900** or **book via HotDoc (see CFM website or download App)**

If you require an appointment for an urgent medical condition and we have no available appointments our practice nurse is available for consultations both booked and emergency and she can ensure a doctor will be available to attend if the condition is urgent.

Fees and Billing Arrangements

This practice charges fees for doctor and psychologist services. The doctors each have their own billing arrangements (fee leaflets are available for each doctor at reception). Reduced fees are available for students and children under 16yo with some doctors.

For all patients there may be out-of-pocket costs associated with further investigations (pathology and radiology), specialist visits and medical treatments not performed in this practice.

For information on these costs ask the service provider before having your blood test, ultrasound or x-ray or before making your specialist appointment.

After hours

National Home Doctor Service: *Phone 137 425*

Carlton Family Medical provides after hours care for our patients by means of a formal contract with National Home Doctor service. NHDS will provide services to patients at their home, in aged care and other facilities and hospitals on request.

Nurse on Call: *Phone 1300 60 60 24.*

This service provides free telephone advice and triage services.

After Hours Health Services Directory

Details of Carlton area dentists, allied health worker, community organisations etc can be found at <http://www.inwmmml.org.au/services/fx-services.cfm?loadref=3>

Emergencies

In an emergency please telephone 000 and request an ambulance.

Local Hospital Emergency Departments include-

Royal Melbourne Hospital Grattan Street, Parkville Ph 93872000

St Vincent's Hospital 41 Victoria Parade, Fitzroy Ph 9288 2211

Royal Women's Hospital Corner of Grattan St & Flemington Rd, Parkville, Ph 83452000

Royal Children's Hospital 50 Flemington Road Parkville Ph 93455522

Patients with private health insurance can also attend emergency departments at-

Epworth Hospital 34 Erin Street, Richmond Ph 94266666

(Please note: private hospitals charge an out of pocket fee for emergency care.)

Home Visits

Carlton Family Medical can arrange home visits by our doctors for regular patients who live in close proximity and who are unable to attend the clinic. Please note these are not bulk billed. Please call reception on 8300 3900 to discuss the need for a home visit.

Telephone Access

Doctors in the practice may be contacted during normal surgery hours. If the doctor is with a patient when you call, a message will be taken by the reception staff and your doctor will return your call when possible. (Please do not telephone for results. We do not give results over the telephone.) Alternatively the nurse is available who may be able to answer your enquiry. Your call can be put through to the nurse or a doctor in an emergency if it is not necessary to call 000 instead.

Email Policy

1. This policy applies to all employees of the clinic, doctors and patients as well as public at large.
2. The goal is to protect the clinic from data breaches and safeguard its overall reputation.
3. An email address is assigned to the clinic where all emails are directed:
info@carltonfamilymedical.com.au.
4. The clinic will not normally initiate emails. It only replies to emails received.
5. Emails will not be used to accept appointments or cancellations. Doctors will not normally consult via email.
6. All email received by the clinic will be acknowledged with an automatic response and the time it would take to get back to the writer.
7. Response to emails will only occur if the patients provide a minimum of 3 identifiers (i.e., name date of birth and address).
8. Patients' records will generally not be sent via email. In exceptional cases documents will be sent through secure data encryption. In this instance patients must write to the clinic authorising the release of documents via email and stating that they recognise and accept the risks involved.
9. If the matter is urgent, patients must contact the clinic on 03 83303900 during business hours and not via email.
10. Employees are required to use the clinic email exclusively for work related purposes.

You can email the practice on info@carltonfamilymedical.com.au. Our Administration Manager Sashi checks emails daily and we will do our best to respond to your enquiry as soon as possible. We are unable to accept appointment bookings or cancellations by email and ask that you utilise HotDoc or phone reception on 8330 3900 for these services.

*****Email is not suitable for urgent medical concerns. Please phone reception if your enquiry is urgent or needs same day reply.**

Repeat Prescriptions/Reprinting of Documents

- Reprinting documents such as lost referral letters, lost scripts, and copies of specialist letters, misplaced pathology or radiology requests: **Fee \$33**.
- Repeat scripts for regular medications (provided the doctor has approved prescriptions without consultation and has seen you within the last 3 months **Fee \$33**
- The doctors at Carlton Family Medical generally will not provide consultations or give advice or issue referrals or prescriptions without consultation for new conditions or referrals. If this is requested and the doctor is prepared to consult via telephone the fee for these services start at \$78.

All fees are payable via credit card or in person at Reception and there is no Medicare rebate available for any of these services.

On-site Pathology

Melbourne Pathology has a collection centre on site (Ph: 9347 1031). This collection centre is staffed from 8.30 am until 4.15 pm Monday to Friday. Pathology tests may incur a fee payable to Melbourne Pathology (Please discuss this with your doctor at the time of consultation).

Pathology and Radiology Results

At Carlton Family Medical we prefer test results are discussed in person with the doctor ordering the test. This ensures that all tests results are received by the Doctor (results have failed to arrive from external services at times); that you understand what has been tested and why; and abnormal results are discussed and understood. We do not offer a telephone results service.

Patients' Rights and Privacy

Carlton Family Medical protects your privacy and we treat all patient information, including health and financial details, as strictly private and confidential. We have developed and documented a privacy policy, in accordance with current privacy laws. All staff of this practice abides by this privacy policy and understands that a policy breach could be grounds for immediate dismissal. Copies are available at the practice. If you have a problem we would like to hear about it. Please feel free to talk to your doctor, the practice manager, nurse or reception staff. You may prefer to write to us or use our suggestion box. Be reassured we will treat any feedback seriously and apply it in our continuing quality improvement program.

The Victorian Health Services Commissioner is able to receive and resolve complaints about health service providers. Health Services Commissioner's office.

Health Services Commissioner

Tel: 1300 582 113. Fax: 03 9032 3111

Level 26, 570 Bourke St.

Melbourne, 3000

email: hsc@dhhs.vic.gov.au

<http://www.health.vic.gov.au/hsc/complaint.htm>

The National Privacy Commissioner is able to receive complaints concerning privacy issues.

Australian Information Commissioner

Privacy hotline 1300 363 992.

GPO Box 5218

Sydney NSW 2001

<http://www.privacy.gov.au/complaints>

Members of the public may also 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/>

Telephone: (03)8330 3900: Fax: (03)0347-9945

Web: www.carltonfamilymedical.com.au