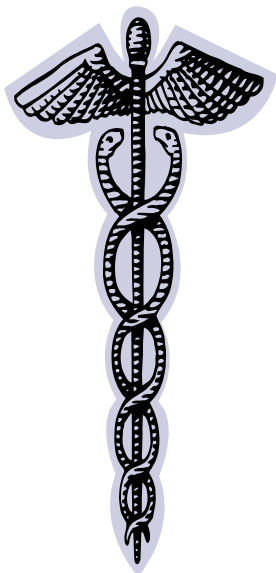


TRANSLATING AND INTERPRETING SERVICES

The Translating and Interpreting Service is available for non English Speaking patients. Please speak to the receptionist to organise the Services of a phone interpreters

OTHER SERVICES OFFERED



- Immunisation & travel vaccinations
- Minor operations
- Lung function studies
- Pathology collection
- Cardiographs (ECG)
- Desensitisation programs
- Weight loss – supervision and advice
- Cryotherapy
- Psychologist
- Podiatrist
- Audiologist
- Shared Care of Obstetric Patients
- Mantoux Testing & Q Fever Vaccinations
- Iron Infusions

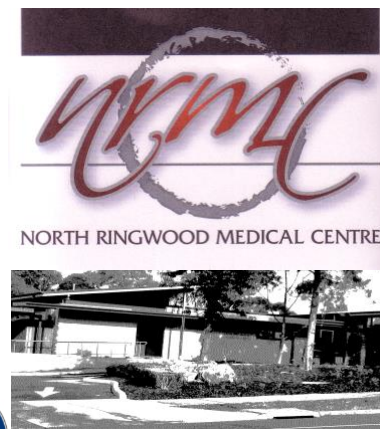
HANDY INFORMATION

	Incubation	Infectious (isolation period)
Chicken Pox (Varicella)	14-21 days	5 days before rash until all spots dry and no more new spots appear
German Measles (Rubella)	14-21 days	7 days before & 7 days after onset of rash
Measles (Rubeola)	8-13 days	4 days before & 4 days after rash appears
Mumps	12-26 days	6 days before & while glands are swollen
Glandular Fever	14-42 days	Unknown
Hand, Foot & Mouth	3-7 days	Infectious for a long time, transmitted by direct contact, thorough handwashing recommended.



The staff at North Ringwood Medical Centre would like to welcome you.

We hope that the information provided in this booklet is helpful.



210 Warrandyte Road North Ringwood VIC 3134
Phone: (03) 9876 2222 Fax: (03) 9876 2064
email: admin@nrmc.com.au web: www.nrmc.com.au

<i>Dr Sue Rogers</i>	<i>Dr Stephen Scully</i>	<i>Dr Debra Fryer</i>	<i>Dr Andrew Teh</i>
<i>Dr Kevin Lui</i>	<i>Dr Anthony Lim</i>	<i>Dr Andrew Albantow</i>	<i>Dr Karen Du</i>
<i>Dr Carolyn De Run</i>	<i>Dr Zoe Singleton</i>	<i>Dr Natasha Gupta</i>	<i>Dr Emma Brooks</i>
<i>Dr James Holland</i>	<i>Dr Elizabeth McIntosh</i>	<i>Dr Timothy Jones-Murphy</i>	<i>Dr Jennifer Martin</i>

MEDICAL PRACTICE HOURS

Monday to Friday	8.30am – 8.00pm – By appointment ONLY (except Friday the practice closes at 5.30 pm)
Saturday	9.00am – 11.30am NO appointment necessary
Sunday & Public Holidays	9.00am – 11.00am NO appointment necessary

PRACTICE STAFF

Practice Manager	Bernadette Stevenson	Assistant PM	Jan Garratt
Nursing Staff	Megan, Linda, Nicole, Tracy, Christine		
Receptionist Staff	Christine, Karen, Beth, Helen, Rachel, Vicky, Monica, Dawn, Charlotte & Brooke		

MEDICAL PRACTICE INFORMATION

North Ringwood Medical Centre is a fully accredited General Practice and is an approved training practice with the Royal Australian College of General Practitioners and Melbourne University. As a teaching practice we employ registrars on a six monthly basis who are qualified doctors completing their General Practice term of the program.

FEE POLICY



Vocationally registered doctors' fees are determined by the complexity and/or number of presenting problems at the doctors' discretion. Long appointments, procedures, test, vaccines or specific treatment (ie: fractures, sutures) may incur an additional charge. General Fees are displayed in the waiting room and a full list of fees are available upon request from the reception desk.

The Medical Practice DOES NOT offer bulk billing, with the exception of Veterans Affairs patients. Pensioners are charged around the schedule fee (\$27 out of pocket) and Health Care Card holders are charged a concession fee.



ACCOUNTS

Payment of your account is expected at the time of consultation. An accounting fee of \$5.00 will be charged for consultations not paid for on the date of service. Payments can be made by cash, EFTPOS or credit card. If you are having financial difficulty covering your health care costs, please discuss with your doctor.

In the case of WorkCover, Transport Accident Commission and other third parties, our contract is with you, the patient. If it is an established claim where the payer's details are provided and a claim number is quoted it may be possible to bill the third party directly. If not, then settlement should be made at the time of consultation and then you can lodge your claim with the authority concerned.



APPOINTMENTS

Consultation is by appointment. Patients presenting without an appointment will be triaged, and seen according to clinical urgency. Our standard consultation time is 15 minutes. When booking an appointment please notify the receptionist if you require a longer consultation or have a special purpose such as a review of a complex health problem; counseling for emotional difficulties; insurance medical; pension or employment examination; travel advice and vaccination; removal of skin lesions; implanon implant or other procedure. If more than one person from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each member.

If you need to cancel an appointment, please let us know as soon as possible as we may be able help another patient. A non-attendance fee may be charged if a patient fails to notify us that he/she is unable to keep an appointment, **a minimum of two hours notification is required**. If you are running late please inform the receptionist as this helps them to manage the appointments. Occasionally doctors will need to attend to an emergency procedure or a patient may require special treatment, which was not anticipated. Therefore it is not always possible for the doctor to keep to the scheduled appointment time and your understanding at these times is appreciated. The receptionist will inform you of any expected delays.



TRAVEL ADVICE AND VACCINATIONS

North Ringwood Medical Centre is an accredited travel vaccination clinic and a member of Travel Clinics Australia. We are an accredited Yellow Fever Vaccination Centre and are able to offer you a range of vaccinations, advice and travel packs for your overseas holiday or business trip. Please book an appointment at least six weeks prior to travel, if possible.

HOME VISITS

Home visits are available to regular patients of the practice where appropriate. However we do prefer patients attend the practice if at all possible as we have more facilities to adequately diagnose and treat you than our Doctors can practically take on a home visit. Please phone early if a home visit is the only option.



AFTER HOURS

When our clinic is closed, regular patients of North Ringwood Medical Centre can call 0459 531 461 to access our after hours duty doctor. This after hour's service will incur a fee of \$150.00. Other options include Nurse on Call Hotline: 1300 606 024; National Home Doctor: 137245; Doctor Doctor: 132660 and My Home GP: 1300 968 737.

In an emergency phone 000 for an ambulance or go directly to the casualty department of the nearest hospital.

TEST RESULTS AND REMINDERS

Test results are not routinely given out to patients over the phone. You will be contacted by the medical centre if test results require follow-up prior to your next planned appointment or if other management is indicated. Unless otherwise directed by our doctors a follow up appointment with your own GP will be required to obtain your results. Ensure your contact details are current and complete every time you attend.

This practice has an electronic reminder system. If you do not wish to be a part of this please inform your doctor or reception staff.

From time to time our practice participates in state reminder/registers subject to patient consent. If you do not wish to be a part of this please inform your doctor or reception staff.

REPEAT PRESCRIPTIONS AND REFERRALS

The clinic's policy is that repeat prescription and referral requests will not be accepted over the phone. Patients are requested to make an appointment to see the doctor (not necessarily the patient's usual doctor).

PRIVACY

This practice is committed to maintaining the confidentiality of your personal health information. Your medical records are confidential documents. It is the policy of this practice to maintain security of personal health information at all times and to ensure this information is only available to authorised members of staff. This level of security applies to family members of our patients (excluding young children), therefore, it is essential you advise your doctor if you authorise a family member to enquire or act on your behalf in any matters relating to your personal health information. Completion of a Third Party Authority is required (forms are available from reception). A copy of our full privacy policy is also available at reception.

TELEPHONING THE DOCTOR



Telephoning your doctor: Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice. Incoming emails are checked daily, please allow at least 48 hours for a response/actioned.

COMPLAINTS & SUGGESTIONS

- Your comments on our medical services are always welcome.
- If you do not understand something – please ask.
- If you are not happy, tell us so we may clear up any misunderstanding.
- If you have a complaint or an idea for improvement, please tell the doctor during consultation or document in writing to the practice manager.
- If you wish to comment anonymously, a suggestion/complaint box is provided in the waiting room.
- If you feel there is a problem with any medical service you wish to take up outside the practice, you can contact the Victorian Government centre for handling such complaints. The address is:

**Health Complaints Commissioner 30th Floor,
570 Bourke Street Melbourne VIC 3000.**

Phone: (03) 8601 5222

Freecall: 1800 136 066

Fax: (03) 8601 5200

TTY: 1300 550 275

www.health.vic.gov.au/hsc