



Dr Ajay Chowdhry
Dr Nisha Rajee
Dr Travis Taggart

Dr Virgilio Spatari
Dr Lucy Haymes
Dr John Gale

Opening Hours: Monday – Friday: 8:00am – 5:00pm, Saturdays: From 8:30am

Ph: (03) 5021 1688

Fax: (03) 5021 0266

Email: admin@ontariofamilypractice.com.au

Website: www.ontariofamilypractice.com.au

Appointments: (Phone) 5021 1688 for an appointment

Consultations are generally by appointment only. Standard consults last from 10-15 minutes.

If you feel a prolonged time will be needed and you have complex needs, or have multiple problems please make our reception staff aware that you require a longer consult as these are available upon your request. Every effort will be made to accommodate your preferred time and doctor.

Saturday morning clinics operate regularly at our surgery (9-11 AM)

If you require medical attention out of the practice's hours there will always be an "on call" doctor available. Our practice offers 24 hour a day medical cover for all of its patients, every day of the year.

For all after hour medical attention, telephone 5021 1688 and an answering service will direct you to the "on call" doctor.

Practice Fees

We are a privately billing Medical practice

The account charges will vary with the complexity of the consultation. Medicare item numbers & rebates could vary depending on the type of consultation you have.

- Standard consultations (10-15mins) – Item 23 \$75.00 rebate \$38.75
- Long consultation (20-40mins) – item 36 \$120.00 rebate \$75.05
- Extended long consult (40mins+) – Item 44 \$140.00 rebate \$110.50

Payment is required on the day at the time of your consultation. Cash, Cheque, and Eftpos facilities are available. Patients that may be unprepared for same day payment due to the need to attend the surgery for an emergency, an itemised account will be issued.

Use of the theatre for removal of skin lesions, etc. will attract a fee that varies depending on the procedure performed and the pathology report received from the specimen taken There is a non-rebatable fee of \$40.00 for the use of the theatre to offset the cost of materials and sterilization, payable in all situations. Please direct any enquiries about these fees to any of our staff.

After hours consultations (weeknights or weekends) the account for the consultation will be processed during the next working day and posted out to the patient.

Health Information

"This practice is committed to maintaining the confidentiality 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 authorized members of staff."

TEST RESULTS

You will be alerted to your results through a SMS text message.

If **no action** is required from your results (results are normal), your message will inform you that no further appointments are required at this time.

If the results **require an appointment**, your message will instruct you to ring the practice and arrange an appointment with your doctor.

Improvements to Our Practice in the Last 3 Years

Our practice is committed to improving our services to our patients; we regularly update and make improvements to ensure patients have the best care and services possible.

- Automated results and appointment SMS notification system
- Adjustable examination beds in all consultation rooms
- Ceiling-mounted surgical light in the Theatre
- Updated Sterile Equipment Tracking System
- New Vaccine Fridge
- New Defibrillator
- Protection Screens installed at the reception counters
- Electronic prescriptions to smart phone or email
- IntelViewer – accessing radiographic results and images online

Home / Other Visits:

Doctors at our practice will conduct home visits and nursing home visits for patients whose condition prevents them from attending the surgery. These arrangements are made through our practice manager and through the doctor.

Telephone Calls

Doctors in the practice may be contacted during normal surgery hours. If you have an emergency your call will be triaged by one of our practice nurses then put through to your doctor if needed. Our nurse is available for any queries you think she may be able to help with. In some situations, doctors may speak to you between their consultations if you are happy to hold until they are finished consulting.

Reminder System:

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you wish to be a part of this system, please inform our reception staff to make sure your mobile phone is enabled for SMS messages.

Suggestions / Complaints

We welcome any suggestions or feedback relating to all aspects of your medical care which may assist us in improving our service to you. There is a suggestion box located in reception.

All feedback is confidential and any input is appreciated. We take your concerns, suggestions, and complaints, seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside the surgery, there are several options available:

VICTORIA

Health Care Complaints
Commission
Level 30, 570 Bourke Street
Melbourne VIC 3000
Tel: (03) 8601 5222
Regional Free Call Number:
1300 582 113

SOUTH AUSTRALIA

Health Commission
PO Box 199 Rundle Mall
SA 5000
Tel: (08) 8226 8666
Regional Free Call Number:
1800 232 007

NEW SOUTH WALES

Health Care Complaints
Commission
Locked Bag 18 Strawberry Hills
NSW 2012
Tel: (02) 9219 7444
Regional Free Call Number:
1800 043 159