

Dr Ajay Chowdhry
Dr Lucy Haymes
Dr Laura Nield
Dr Annette Barratt

Dr Travis Taggart
Dr Anna Hoy
Dr Jed Tan

Opening Hours: Monday – Friday 8:00am – 5:00pm

Ph: (03) 5021 1688

Fax: (03) 5021 0266

Email: admin@ofpmildura.au

Website: www.ontariofamilypractice.com.au

Appointments: Phone 5021 1688 or book online for an appointment.

Consultations are generally by appointment only.

Standard consults last from 10-15 minutes; long more complex matters take longer and will be booked differently with your doctor. If you feel a prolonged time will be needed, please make our reception staff aware that you require a longer consult as these are available upon your request.

If you are unable to attend your appointment at the scheduled time, please phone the practice to reschedule or cancel your appointment. When a patient does not attend (DNA), a \$85 fee will be charged. This fee is waived for the first DNA, but for the second and subsequent DNA's the fee will be charged.

Saturday morning clinics operate regularly at our surgery.

Practice Fees

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

- Standard consultations (10-15mins) – Item 23 \$ 85.00 rebate \$42.85
- Long consultation (20-40mins) – Item 36 \$125.00 rebate \$82.90
- Extended long consult (40mins+) – Item 44 \$165.00 rebate \$122.15

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.

Theatre and Procedure related Fees:

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. Please direct any enquiries about these fees to any of our staff. A non-rebatable fee of \$40.00 for the use of the theatre to offset the cost of materials and sterilization, is payable in all situations.

Communication Information

Most problems are best dealt with in a consultation but where a consultation is not required the reception may take a message for the doctor and return your phone call with your doctor's response. Electronic communications (email or text) are conducted with appropriate regard to Privacy Laws relating to health information and confidentiality of the health information and consent from the patient.

Telephone Calls

Phone consultations can be arranged with the doctors depending on availability. Usually booked in a 15-minute time slot. Medicare requires you to have been in the clinic in the last 12 Months to be able to book in a phone consult.

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.

Results:

Test results will only be given to the patient or guardian of the patient who has had the test performed. Reception staff are unable to provide interpretation of any results over the desk or phone, however may advise of any comments the doctor has made regarding the tests, including the need for a review appointment.

You will be alerted to your results through a text message or a phone call if you do not have smart phone.

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.

If you do not receive any communication from the clinic, please call the reception to enquire and ensure that the results have been communicated to you.

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.

Interpreter Service

To help our GP's ensure they fully understand the nature of their patient's problem and the patient fully understand the outcome of the consultation, we use an Interpreter service where necessary.

Disabilities

It is a surgery policy to cater for people with special needs and disabilities. There is a ramp access into the building for those in wheelchairs, prams, or requiring mobility aids. Should you require special assistance please phone and notify reception.

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.

If you have any problems, we would like to hear about it. 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

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.

- New Vaccine Refrigerator
- AUTOMED results notification system and Online Bookings
- BESTMED- Pre consult questionnaire
- E scripts---electronic Token prescriptions
- SMS Appointment Confirmations
- Covid Safe Perspex screens at the reception
- Adjustable examination beds in all consultation rooms
- Ceiling-mounted surgical light in the Theatre Room
- Involved in quality improvements – ask the question
- Updated Sterile Equipment Tracking System

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.”

Your Medical Information & Privacy

All our doctors at the practice use computerised Medical Records to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up routinely throughout the day. All information recorded at our practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. We have a written Practice Privacy Policy which is available on our website. Hardcopies can be provided upon request.

Services Provided at the Practice

Childhood Immunisations

All childhood vaccinations are bulk-billed if the child is registered with Medicare. Our vaccines are stored and monitored in a purpose-built vaccine fridge to maintain the integrity of the vaccine.

Skin Checks

Skin cancer are a common and significant health issue in our country. If you have a personal or family history of any type of skin cancer, we recommend you have regular preventative skin checks. All of our doctors perform skin excisions at the practice.

Ear Suctioning

Micro suction is the preferred method of treatment for effective removal of ear wax or other debris (skin, foreign objects) blocking the ear canal. Micro suction is safe, quick and comfortable and uses no water. It is performed under direct vision using a microscope, gentle suction, and instruments.

Implanon Insertions and Removals

The hormone device is a form of contraception that can be used at any age. It is implanted into the inner arm while using a local anaesthetic and lasts 3 years. It is also removed under local anaesthetic. An Implanon counselling appointment must be made prior to the procedure.

Chronic Disease Prevention

We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurse and the time you spend with your doctor to “measure up” and have your modifiable lifestyle factors assessed.

Health Assessments

For our patients with an intellectual disability or aged over 75, we recommend a yearly health assessment which provides a comprehensive review of your health. Patients aged 45-49 are also eligible and encouraged to have a detailed health check. This will help to identify chronic diseases for which you may be at risk.

Women’s Health Checks and Cervical Screening

The women’s health check is a comprehensive health review done with your doctor and nurse. The review will include a breast check, cervical screen and screening for diabetes, cardiovascular, risk, prostate exam, skin checks and more.

Men’s Health Check

Men are encouraged to have yearly health check-ups with your and nurse. The review will include screening for diabetes, cardiovascular, risk, prostate exam, skin checks and more.

Postnatal Consult

We recommend postnatal consults for both you and your baby 6 weeks after birth, with both the nurse and the doctor. This can include 6 week old immunisations for the baby. An overall wellness check for mother and baby and mental health assessment.

Other Services:

INR checks, dressings, removal of sutures, blood pressure check, injections and immunisations