



Winchelsea  
**Medical  
Clinic**

36 Main St, Winchelsea 3241  
Telephone (03) 5292 8028 Facsimile (03) 8677 5409  
Email: [reception@winchmc.com.au](mailto:reception@winchmc.com.au)  
[www.winchmc.com.au](http://www.winchmc.com.au)

## Practice Information Sheet

### Practice Hours (by appointment):

Monday to Friday: 8:00 am to 4:45 pm  
Evening Clinic available Mondays until 7pm  
Saturday: 9:00 am to 12:00 pm  
*(some Saturday Clinics - please ring to confirm)*

### Clinical labs Blood Collection Service:

Monday to Friday: 8:30 am to 12:30pm

### Visiting Doctors:

Dr I Rob McDonald  
Dr Helen Feng  
Dr Davor Sepetavc  
Dr Mani Kutti

Dr Sinead Healy Evans  
Dr Bonnie Morison  
Dr Adlina Hanafiah  
Dr Kaushie De Silva

Dr Rob Jamieson  
Dr Erick Lagleva  
Dr Christa Purdie  
Dr Clodagh Birminham

### Allied Health

Brad Saunders -  
Physiotherapist

### Practice Nurses

Veronica Van Galen  
Kathy Brown  
Molly McMahan  
Paula Wheadon  
Anne Tolley  
Anne Rundell

### Administrative Staff

Sue Whyte (Practice Manager)  
April  
Clare  
Rachael  
Ashlee

## **Appointments:**

For an appointment, please call 03 5292 8028. Every effort will be made to accommodate your preferred time and doctor.

Appointments can also be booked online via our website [www.winchmc.com.au](http://www.winchmc.com.au) or via the HotDoc Application. Please advise if you require a *Longer Appointment*. Complex health issues or emotional difficulties may require extra time with your doctor. Longer appointments should also be booked for a pre-employment or insurance medical.

If more than one member of your family wishes to see the doctor at the same time, please ensure that a separate appointment is made for each member.

Appointments with the doctors are required for any Referrals, medical certificates and repeat prescriptions.

**Notification of cancellation is required in advance or fees will apply.**

**Walk-in patients** will be triaged by the Staff on arrival and appropriate appointments made depending on urgency and GP availability.

**Urgent cases** as determined by the Clinic Nurse or Doctor will be seen on the day. Emergencies must always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your doctor has been called away.

**Telephone consultations** are currently available for some repeat prescriptions and recall appointments for patients. Telephone appointments are also available for patients isolating due to COVID-19.

Please call the Clinic to discuss if a Telephone Appointment is appropriate. Fees are applicable.

## **Interpreter Service and Deaf and Hearing Impaired Patients:**

Clear communication is critical to providing optimal healthcare. For hearing impaired or non-English Speaking background (NESB) patients, our practice can engage the following services:

- National Relay Service (NRS) – for deaf and hearing impaired patients.
- Translation and Interpreter Service (TIS) for NESB patients.

Please advise the Staff who will help organise these services.

## **Email Communications:**

Email address for the Clinic is [reception@winchmc.com.au](mailto:reception@winchmc.com.au) – patients are welcome to email the Clinic with emails being actioned in a timely manner. Emails are not monitored regularly, if patients require help in an emergency, they should call **000** or if a patient has a request that is time sensitive, they should call the clinic on (03) 5292 8028. If a patient would like to book an appointment, they should do so by phone or online.

For patient's privacy the Clinic will not email any correspondence with contains patient's data or patient's medical information unless it has been encrypted.

## **Care Outside Normal Opening Hours:**

The Clinic Doctors share a roster to provide 24-hour care for patients. In the case of emergency out of normal business hours, **please phone the Hesse Rural Health Service on 03 5267 1200**. The nursing staff will provide telephone triage and if required will then contact the on-call doctor.

If you are seen at Hesse Rural Health Service in an afterhours or emergency situation by our on-call doctor, this service will be provided privately. You will receive an account for that attendance, or the doctor may elect to ask you to sign a Medicare claim form.

If you require medication as a result of this attendance, the Winchelsea Pharmacy will send you an account.

## Home and Other Visits:

Where it is safe and reasonable, the Practice can make visits to regular patients in their homes, aged or residential care facilities. The practice will decide on reasonable distance for each Home Visit request. Please call the Clinic to request a 'Home Visit'.

## Services Available:

Apart from general medicine and chronic disease management, the clinic offers a wide range of services including Minor Surgery, Family Planning, Contraceptive Advice, Mirena Insertions, Immunisations, Wound Care, Employment & Insurance Medicals, Accident & Emergency care, ECGs, Mental Health Counselling, Pathology and Physiotherapy.

## Telephone Access:

In the interest of patient confidentiality, doctors will not receive calls whilst consulting. If you wish to speak directly to your doctor, please leave your contact details with reception. The doctor will be advised of your request, and it is then up to the doctors discretion whether they return your call.

In the case of an emergency, the doctor will be advised immediately and will speak with you as soon as possible.

## Patient Rights:

Patients are provided with sufficient information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments to enable patients to make informed decisions about their health.

Patients have the right to refuse any treatment, advice or procedure. Our doctors discuss all aspects of treatment and will offer alternatives should a patient seek another medical opinion.

## Fees and Billing Arrangements:

We are not a bulk billing practice. Payment in full is requested on the day of consultation (if you elect to take the account with you, an additional fee of \$20.00 will be charged – a 30-day credit limit applies). We accept cash, cheque, EFTPOS or direct deposit.

Bulk billing applies for **standard consultations** only to:

- Children under 16
- Concession Card Holders
- Department of Veteran's Affairs Card Holder

## Current Fees for Consultations (Jan 2024)

<u>DESCRIPTION</u>	<u>ITEM NO.</u>	<u>PRIVATE FEE*</u>	<u>MEDICARE BENEFIT</u>	<u>PERSONAL GAP</u>
LEVEL A	3	\$58.00	\$19.60	\$38.40
Standard LEVEL B	23	\$88.00	\$42.85	\$45.15
LEVEL C	36	\$128.00	\$82.90	\$45.10
LEVEL D	44	\$168.00	\$122.15	\$45.85

***\*All accounts not paid on the day, will incur an additional \$20 charge.***

**Procedure and Treatment Room Fees applicable to all Patients**

Where a patient has registered with Medicare Online, a rebate will be placed into their bank account within 48 hours.

## **Referrals:**

Patients may be referred for diagnostic testing or another medical specialist, general practitioner or allied health professional which may be better placed to deliver a service that may benefit the patient.

Letters of referral are paper or computer based. Referrals may be given to the patient, posted, faxed or sent electronically over "ReferralNet" or "HealthLink" which is encrypted to protect your privacy.

## **Test Results:**

Your doctor will advise when they expect the results to be available.

Should you wish to discuss results with your GP and appointment is required. If your GP requires you to make a follow-up appointment you will be contacted by the Clinic.

If you receive a SMS to your mobile number to make a recall appointment. Please book via the HotDoc app or telephone the Clinic. Staff may also contact you via telephone to make 'Recall' appointments.

## **Directory of Local Health and Community Services:**

The Practice has a computerised directory of a range of health, community and disability services in the area and works with them when necessary to facilitate optimal patient care.

## **Management of your Personal Health Information (Your Privacy – Our Policy):**

The provision of quality health care requires a doctor/patient relationship of trust and confidentiality, and consistent with our commitment to quality care, this practice has developed a policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. If you would like more information about our privacy policy, please ask at reception. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

## **Reminder System:**

We are committed to preventative health care. At the time when you first register at the practice your permission will be sought to be included in Practice/National/State reminder system registers (subject to informed patient consent) e.g the National Immunisation register, Victorian Cytology Registry. You may receive a reminder notice from time to time offering you preventative health services appropriate to your care.

## **Smoking Policy:**

Winchelsea Medical Clinic has a no smoking policy within the premises and grounds.

## **Third Party:**

A suitably qualified third person, i.e., a Medical Student or Registrar, is occasionally present at consultations in this Clinic. Patients are advised at the time of their arrival at the Clinic of the presence of the third person and are at liberty to request that they leave the room.

## **Complaints and Your Rights:**

Your comments on our medical services are always welcome. If there is any way we can improve for your benefit, we will. If you have a problem we would like to hear about it please feel free to talk to your doctor or to our receptionists. You may prefer to write to us. We take your concerns, suggestions and complaints seriously.

Complaints may also be lodged with:

### **Health Services Commissioner**

Visit [hcc.vic.gov.au](http://hcc.vic.gov.au) for more information or to fill out an online complaint form.

Call 1300 582 113 between 9am and 5pm Monday to Friday to discuss your complaint.

Visit or write Health Complaints Commissioner at Level 26, 570 Bourke Street, Melbourne Vic 3000