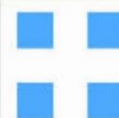


Hawthorn

Medical



Dr Luke Holden
Dr Dan Moylan
Dr Karen Choong

Dr Caroline King
Dr Cindy Holden
Dr Rajvir Singh
Dr Grace Walpole

125 Power Street
Hawthorn VIC 3122
Ph (03) 9818 3377
Fax (03) 9818 5477
hawthornmedical.com.au

Practice Hours:

Monday, Wednesday, Thursday: 8:30am to 8:00pm
Friday, Tuesday: 8:30am to 5:30pm

Saturday: 8:30am to 4:00pm
Sunday and Public Holidays: Closed

Practice Services:

Services available at Hawthorn Medical include:

- Physiotherapy – Optimus Health
- Men's, women's and children's health
- Travel vaccinations and medical advice
- Sports medicine and (care for) work related injuries
- Minor surgical procedures (e.g. – removal of skin lesions, implanon insertion/removal)
- General check-ups (personal/commercial)
- Pregnancy/antenatal care/Shared Care
- Counselling and Care planning

Appointments:

Please ring (03) 9818 3377 for an appointment. Every effort will be made to accommodate your preferred time and GP. Alternative methods include, booking online on our website, or downloading our app.

Appointments are 15 minutes in duration. Longer consultation times are available; if you require completion of forms, have complex or severe issues to discuss or need a procedure of any kind, including a Pap smear or implanon, then please ask our receptionists about booking some extra time. If you or a family member requires an interpreter service, please let us know when you make the appointment.

Hawthorn Medical is affiliated with Richmond Medical (Ph. 9429 8822) and South Yarra Medical (Ph. 9820 1144), some of our doctors work at two of the three practices. Our database is shared between these locations, and therefore patient records can be accessed via both practices.

Car parking is located across the road in the IGA carpark with one and two hours free parking available.

Care outside normal opening hours

Out of hours emergency medical care can be obtained by contacting our locum service, *National Home Doctor Service* on **13 74 25 (13SICK)**.

Telephone access

GPs are unable to be contacted during consultations unless specified arrangements have been made. In order to provide the best possible care, our GPs are unable to give advice over the phone. During business hours, patients may speak to our Practice Nurse, specific details will not be provided unless consent is given from the provider.

Scripts and referrals to specialists without appointments:

To maintain quality healthcare service, a consultation with the doctor is required to determine the appropriateness of each request for referral or prescription, even if it is an ongoing concern. Only under exceptional circumstances will an urgent script or referral be provided. The provider may charge a non-rebateable fee of \$20 + GST at their discretion.

Getting results of any test or procedure

Your doctor will advise when they expect results to arrive at the practice. Please make sure to book a follow-up appointment to discuss results and ask what they mean for your care. If your GP has told you not to make an appointment, and you have not received a call in regards to your result, please call the practice for the nurse to follow up on (03) 98183377.

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.

Management of your personal health information

Your medical record is a confidential document. It is the policy to maintain the security of personal health information at all times to ensure that this information is only available to authorized members of staff.

On receiving a request for transfer of medical records to another practice, it must be signed by you and our practice sends medical history on disc in XML format for security. It is also sent via registered post, and documented in a register.

If you would like a copy of your medical history, you will need to sign a Medical History Release Form, and permission will need to be given by the Doctor. Hard copies are given, and only under special consideration is history sent via email. Eg. If you have moved overseas. Emailing patient information is a high risk as emails can be easily intercepted and hacked.

We abide by the National Privacy Principles. Further information is available from the Office of the Australian Information Commissioner at their website; www.oaic.gov.au. A copy of our privacy information documentation is available from our reception staff and located on our website.

Immunisations

Childhood vaccines are bulkbilled during the week with a valid Medicare card. Weekend visits attract the standard rate.

Travel vaccines include Hepatitis A + B, Typhoid, Polio, Tetanus, Boostrix and many others. Our practice is accredited to provide *Yellow Fever* Vaccination, which is required for Africa and South America.

Out of Pocket Expenses

Standard Weekday Consultations	\$42	Standard Saturday Consultation	\$52
Long/Extended Weekday Consultation	\$52	Standard Saturday Consultation After 1pm	\$55
Standard Weekday Consultation After 6pm	\$52	Aged Pension Card Holder	\$25

Medicare rebate

Using our Tyro easy claim system, Medicare is able to pay the rebate directly into a patient's cheque or savings account. If the patient does not have Medicare or have their Medicare number handy, a receipt is issued. The GPs at our practice do not bulk-bill medical consultations.

Additional costs

Procedure fees (eg. Suturing) are charged as recommended by the Australian Medical Association (AMA). Please enquire during the consultation. Also, there may be additional costs for tests and visits to specialists.

Late cancellations No shows for booked appointments

Our practice is very busy and we are often fully booked. We would appreciate that you give us as much notice as possible of your inability to attend your appointment (no less than 2 hours). If you book and fail to attend without notice, a "DID NOT ATTEND" notification will be saved to your file. After 3 "DNA" appointments, the doctor may refuse to continue treatment.

Smoking Policy

This Practice has a strict no smoking policy.

Your rights

This Practice prides itself on quality health care. If you have any questions, concerns or complaints we would be happy to hear from you, or you can place a comment in the suggestion box. Please contact the Practice Manager by phone or in writing with the details above if you are not satisfied with the service provided. Alternatively, you can contact the **Health Complaints Commission**, Phone 1300 582 113, Level 26 , 570 Bourke St, Melbourne, email : hcc@hcc.vic.gov.au .

Aboriginal and Torres Strait Island patients are welcome in our practice; please advise staff if you wish to be identified in your health record.