

MEDACS

Doctors Allied health

PRACTICE INFORMATION SHEET

31-33 McClelland Avenue
LARA 3212 Victoria
Tel: 0370211010
Email: admin@medacs.net
Web: www.medacs.net

To make Appointments

1. Phone 0370211010
2. Online www.medacs.net
3. Visit us at the clinic

We always aim give appointments to all Walk-in patients too.

Urgent appointments & Urgent enquiries

We encourage patients to provide us with as much information as they feel comfortable with, to assist the admin staff in assessing the level of urgency and ensure that they are attendd to by the doctor in an appropriate time frame. In case of urgent matters, we encorage to call 000 for ambulance.

Drugs of abuse

We do not prescribe drugs of abuse to new patients, unless clinically needed.

We do not store any mophine or drugs of abuse at the premises.

Missed Appointments & Late Cancellations

Please be advised that there is a strict DNA (Did not Attend) fees that will apply if you fail to attend your appointment o rdo late cancellation. Any further appointments will be allowed only after making payment.

Doctors: \$30

Allied health: different fees apply

It is your responsibility to remember to attend once you have made an appointment.

OPEN 6 DAYS A WEEK

For Doctors/Allied health: Book Appointment
For Pathology : WALK-IN Service

Our Opening hours are as below:

Monday: 09:00 am – 5:00pm
Tuesday: 09:00 am – 5:00pm
Wednesday: 09:00 am – 5:00pm
Thursday: 09:00 am – 5:00pm
Friday: 09:00 am – 5:00pm
Saturday: 08:00 – 11:00am
Sunday : CLOSED

Public holidays: Hours may vary. Plase check google updates or call admin reception 037021 1010 for the same.

Pathology:

Monday – Friday
09:00 am till 12:00 pm

Our team of doctors

Dr. Manu Mittal
Dr William Fung
Dr Ademola Adesanoye

Meet our allied health teram

Dietician
Physiotherapist
Clinical Hypnotherapist / Mindfulness
Psychologist
Podiatrist
Audiology / Hearing test
Remedial Massage therapist
Chiropractor

PATHOLOGY :

Blood / sample collection by phlebotomist.Walk in / No appointment required.
Opening time: 09:00 – 12:00 Monday to Friday.

Your Health Records

Health records are highly confidential documents. Therefore, your clinical and personal details will be shared with relevant medical, legal and / or other authorities only after seeking a documented written & signed consent from you.

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Fees/Payment Policy

From 2 Feb 2023, we have changed our billing structure to **MIXED Billing**.

	Private	Rebate
Standard consultation	\$70	\$39.75
Extended consultation	\$110	\$76.95
After hours Standard	85	51.80
After hours Extended	125	88.80
Public holidays Standard	85	51.80
Public holidays Extended	125	88.80
Mental Health Care Plan	\$110	75.80
Mental Health Review	\$110	75.80

BULK BILLING applies only for the following:

- Children under 16 years age
- Concession card holders
- DVA Card holders
- Health care card holders
- Pension card holders
- GP Management Care plans

Any **consumables** incl. private vaccines, forms etc are charged separately.

Above billing policy apply for both face to face and telephone consultations.

We accept all **private health insurances**, provided that the services provided by us are covered. If not, then full payment has to be made using EFTPOS.

We ask for full payment of your account on the day of your consultation. We, on your behalf, will then apply for the **Medicare rebate** directly from Medicare.

WorkCover / TAC claims require a claim number. Full payment is required on day for **WorkCover / TAC claims** that do not currently have a claim number.

Payments after your consultation can be made in cash, EFTPOS, cheque or by credit card.

EFTPOS facilities are available. All payments can be made on phone

Medicare direct rebate will save you that trip to Medicare for your refund, and it's quick! Please see reception staff for more information.

Treatment room supplies including vaccines, dressings or equipment used for certain procedures may attract non-rebatable costs.

Bulk-billing is at the doctors' discretion. Generally, you will have to pay for your service as we are a private billing practice.

Services Offered At Our Practice

- GPs and Family Medicine
- Telehealth Appointments
- Flu & Travel Vaccinations and Advice
- Diabetes Educators
- Health Checks
- Corporate & Workplace Health
- • Physiotherapy
- Psychology
- Skin Checks (spot lesion check & not full body)
- Immunisations
- Onsite Pathology (4cyte Pathology)
- Audiology / Free hearing test

Please self-identify any **disabilities/cultural backgrounds** on the New Registration form so we can ensure that you receive the best possible care considering your background.

MyHealthRecord

It's the patient choice to have a My Health Record or to permanently delete it at any time in your life.

To learn more about My Health Record, go to <https://www.myhealthrecord.gov.au/>

Not all GP's are currently engaged with the MyHealthRecord system and therefore access to the records may vary between practitioners

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Patient Health Information Policy (Privacy & Confidentiality)

All information regarding individual patients cannot be disclosed in any form except for strictly authorised use within the patient care context at our practice or as legally directed.

Health records are kept where constant staff supervision is easily provided. Personal health information is kept out of view and is not accessible by the public.

All patient health information is considered private and confidential, and is not disclosed to family, friends, staff or others without the patient's consent. This information includes medical, residential, employment and family information. Each staff member is well-educated on privacy laws and signs a confidentiality agreement on commencement of employment in addition to federal legislation, our practice also complies with state legislation. Our Practice Privacy Policy is available upon request

Phone Calls & Electronic Communication

In order to discuss a clinical problem with a doctor or any admin / management issue, make an appointment online / phone or communicate your query with one of our reception staff via email, who will definitely assist you.

Clinical questions done via social media or email will not be responded.

For urgent problems, please communicate the level of urgency with our reception staff or in an emergency please call **000** for an ambulance.

Our practice is eco friendly, therefore all referrals & medical certificates prepared by the doctors will be sent electronically via email from **admin@medacs.net**

Phone calls, emails or social media posts with contents of hate, abuse or intention of causing harm by disrepute will not be tolerated and will be responded appropriately

Zero Tolerance Policy

We respect and value our patients and expect the same in return. In case of any abuse, hate, inappropriate behaviour, fraud, we deserve the right to discontinue our services to you.

Results Follow Up Procedure (Recalls)

Either the doctor or receptionist will contact you, should you require urgent/non-urgent follow up. It is advised that you make a follow up appointment regardless of result outcomes, as a normal result does not necessarily mean that further investigation is not warranted.

Interpreter Service

If you require an interpreter please see one of our friendly staff and one will be arranged for you through the Translating and Interpreting Service on 131 450

Out of Hour's Medical Assistance

If it's an emergency situation call 000 immediately.

If you're seeking 24/7 health advice call **13SICK** (137485). For a list and contact details of all Hospital and Health Services, please visit: www2.health.vic.gov.au/services

If you're seeking counselling or need to speak with someone, please visit www.beyondblue.org.au or call 1300 22 4636

Feedback & Complaints

If needed, please address a letter or email of complaint/feedback in writing to the following:

Private & Confidential

Practice Manager

MEDACS 31-33 McClelland Avenue, LARA VIC 3212 Email: admin@medacs.net

Health complaints of a more serious nature, i.e. privacy breaches or discrimination can be directed to:

Health Services Commissioner

Complaints and Information
30th Floor, 570 Bourke Street Melbourne, 3000 Victoria, Australia

Telephone: (61 3) 8601 5200

Toll Free: 1800 136 066

E: hsc@dhs.vic.gov.au