

### **Patient Rights**

We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Further information regarding your rights are located in our Patient Rights Policy, which is available at reception.

### **Providing Patient Feedback & Complaints**

At Marong Medical Practice it is important to ensure that we continually improve the way we deliver our services. To do this well we ask that you feel free to provide feedback. We have a suggestion box on the table in the waiting room for your use. If you want to see your feedback in action please ask reception to provide our public version of our continuous improvement plan. If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service related complaints please contact the Victorian Health Services Commissioner.

Health Services Commissioner

Complaints and Information

Telephone: 1300 582 113

Fax No.: (61 3) 9032 3111

E-mail: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

or write to:

Health Services Commissioner

Level 26

570 Bourke Street

Melbourne, 3000

Victoria, Australia

### **Interpreter Services**

Patients are encouraged to use the free Translating and Interpreting Service. This free service is available 24 hours a day via telephone on 131 450. Further information about this is available at: - [http://www.immi.gov.au/living-in-australia/help-with-english/help-with-translating/translation\\_help.htm](http://www.immi.gov.au/living-in-australia/help-with-english/help-with-translating/translation_help.htm)

Another free interpreting service is available for patients who are deaf and use Australian sign language (AUSLAN). Their contact details are: 1800 246 945 or website [www.nabs.org.au](http://www.nabs.org.au)

Our Practice also uses TIS (Translator & Interpreter Service)

### **Languages Spoken**

|                              |                          |
|------------------------------|--------------------------|
| Dr Charu Banerji             | English, Hindi & Punjabi |
| Dr Thomas Faulkner           | English                  |
| Dr Hadi Rafi                 | English, Urdu & Punjabi  |
| Dr Julekha Sheuli            | English, Hindi & Bengali |
| Dr Asif Ali                  | English, Hindi, Kannada  |
| Dr Imogen Hamel-Green        | English                  |
| Dr Faisal Ahmed              | English, Hindi & Bengali |
| Dr Chanodha Batawalaarachchi | English, Sinhala         |
| Dr Justin Ha                 | English                  |
| Dr Raj Modi                  | English                  |



MARONG MEDICAL PRACTICE

51 Goldie Street Marong, 3515

PH 0354352266 Fax 0354352074

Opening hours: Monday to Friday 9am to 6pm

Sunday 9am – 1pm

Dorevitch Pathology hours: Monday to Friday 8.30am to 12.30pm

## **PATIENT INFORMATION SHEET**

### **Our Mission Statement - Caring for your Health**

Marong Medical Practice aims to improve access to reliable and professional health care for individuals, families and the community we service. We want to offer coordinated care, in a compassionate atmosphere, while encouraging patients to partner in their care, through education and lifestyle modifications.

### **The team at Marong Medical Practice**

We have an experienced range of General Practitioners including a medical team of 1 nurse who provide a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care. Our General Practitioners include:

#### **Dr Hadi Rafi - special interests include:**

General Practice and emergencies.

#### **Dr Charu Banerji- special interests include:**

Pain Management, Skin Cancer Surgery including complex surgery which includes the face, Women's Health- Mirena & Terminations, Sexual Health and Mental Health.

#### **Dr Julekha Sheuli – special interest include:**

General Practice, Women's Health, Skin Cancer

#### **Dr Thomas Faulkner – special interest include:**

Age Care, Palliative care, Men's Health, Preventative Care

#### **Dr Asif Ali – special interest include:**

General Practice, Acupuncture, Pain Management & Trauma

#### **Dr Faisal Ahmed – special interest include:**

General Practice, Men's Health, Emergencies

#### **Dr Imogen Hamel-Green – special interests include:**

General Practice, Mental Health, Women's Health

#### **Dr Chanodha Batawalaarachchi – Registrar**

General Practice, Women's Health, Men's Health & Adolescent health

#### **Dr Justin Ha – Registrar**

General Practice

#### **Dr Raj Modi – Registrar**

General Practice

## **Management of your Personal Health Information & Your Privacy**

All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected, and backed up daily. All information recorded at the practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy is available on request. Please speak to our receptionist if you would like your personal health file transferred to another medical practice.

## **Appointments**

Appointments can be made by calling **03 54352266** between 9am – 6pm Monday to Friday. Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor. Each doctor has on the day appointments for walk in patients and phone appointments. If you have a number of things to discuss or require more time with the doctor please ask for a long appointment. Emergency and Urgent appointments are given priority and appointments are available if you are ill or injured on the day. Our nurses will speak with you about your needs and organise a suitable appointment. If you or a family member requires an interpreter service we can organise this for you. Please make us aware when booking your appointment. For further information please see Interpreter Service section below.

Our doctors offer telehealth services for patients who have been seen face-to-face, in the clinic, in the last 12 months.

**Appointments can also be made online with Hotdoc**

## **After hours care**

In an **EMERGENCY** call **000** or **112** from a mobile telephone. Should you require medical care after hours please contact **Inglewood & Districts Health Service on 5431 7000** or attend their urgent care service

## **Home Visits & Fees**

Home Visits are available for regular patients whom the Doctor has deemed their condition prevents them attending the surgery. There will be a \$50 out of pocket expense.

(The practice has decided that travel must be within a reasonable distance of the City of Greater Bendigo)

## **Reminder System**

It is important for us to keep our records of your current address and details updated at all times, therefore the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via mail offering you an appointment in relation to preventative healthcare. If you do not want to receive a reminder text please notify reception staff so that we can take you off the reminder list.

## **Recalls**

Our practice has a recall system in place and our doctors participate in National and State registered programmes eg: Pap smear and breast screen registers. If you would prefer to opt out of these registries please advise your doctor or our receptionist

## **Receiving Results**

It is the policy of this practice to have all patients return for a consultation for their results; however a nurse may give Pap smear results to patients over the phone. Only under special circumstances and if this is organised by the Doctor during your initial consultation can the doctor be contacted and give results.

## **Phone Calls (receiving and returning)**

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor. If it is important and the Doctor is not available, the nurse will assist where possible.

## **Fees and billing arrangements**

**Medical services at Marong Medical Practice are PRIVATE billing it is up to our doctor's discretion if they choose to bulk bill a patient.**

All other patients will be charged standard fees. Common fees are listed below along with the Medicare rebate and what the out of pocket expense is. Our staff will offer to process your Medicare rebate at the time of payment so you will receive your rebate automatically into your nominated bank account immediately. You will need to register your nominated bank account with Medicare directly. Please ask our staff if you need any assistance with this or if you require further information.

## **Standard Fees Charges as listed below:**

| <b>Items</b>          | <b>Service Fee</b> | <b>Medicare Rebate</b> | <b>Gap</b> |
|-----------------------|--------------------|------------------------|------------|
| Short Consultation    | \$41.00            | \$18.85                | \$22.15    |
| Standard Consultation | \$75.00            | \$41.20                | \$30.80    |
| Long Consultation     | \$130.00           | \$79.70                | \$48.30    |
| 1 hour Consultation   | \$170.00           | \$117.40               | \$52.60    |

## **Pensioners, healthcare cards,DVA & children under 16 years are bulk-billed**

Treatment room fee – there will be an out of pocket expense of \$50.00 - \$100.00  
Health Assessment, MHCP, GPMP, TCA will be bulk billed