

Point Cook Medical Centre is a purpose built medical centre designed for the comfort and ease of access for patients. There is a small ramp at the entrance and the front door is automatic. This makes the practice easily accessible for prams, the disabled and the elderly. Toilet facilities are provided for the disabled. We have a large car park with approx. 80+ spaces.

We have an excellently equipped treatment room for minor procedures & emergencies, our waiting room is large and it has multiple televisions.

A wide range of medical educational pamphlets are available for patients. Topics covered are cholesterol, diabetes; breast self-exam, cervical screening, asthma and many more.

APPOINTMENTS

You will generally be required to make an appointment to ensure that patients do not wait too long. Doctor's will attempt to see patients on time, however sometimes this is not possible as the time to give a medical assessment will vary or there may be an emergency. Appointments are not necessary if it is an **emergency** i.e.: deep cut, burns, suspected fracture, asthma, chest pain, etc and in the case of infectious diseases, please phone reception to let them know you are coming, if at all possible.

When making appointments please tell the receptionist if you are here for:

- Employment Certificate/Medical Reports
- Any driver's license/fitness certificate
- Work related injury, Transport injury treatment etc.

These **are not** covered by Medicare.

If you need a longer appointment (eg for a procedure, for multiple family members, for a report or medical etc) please inform Reception staff when booking to allow more time.

Please Note: If we are unable to offer an appointment on the day, we do have a walk-in system. This means the first available doctor will attend to you without an appointment. However, people who do have appointments will have priority over walk in patients.

ONLINE BOOKING We are now using HotDoc for our Online appointments booking. Please visit our website; www.pointcookmedicalcentre.com.au

Face-to-face consultations and phone consultations can be booked online via HotDoc. To book a Telehealth (video) consultation, please call the practice. The reception team will

provide further instructions on how to set up and access the consultation on the day.

COMPLAINTS

If you have any concerns about any aspect of the service provided, please address a written complaint to the practice manager & appropriate steps will be taken to resolve the problem immediately or you can contact Health Services Improvement Commissioner on 1800 136 066. For Feedback or comments we also offer a suggestion box at reception.

WORKCOVER /TAC PATIENTS

Workcover accounts **must be paid** at the time of consultation. You will then be issued a receipt to claim from your employer.

PATHOLOGY AND OTHER RESULTS

Your doctor will advise you when to return for your results. To maintain confidentiality, results **will not** be given over the phone. A normal pathology result may require further investigation, examination and discussion between the patient and the doctor. This cannot be done by the receptionist. Please note not all pathology tests are bulk-billed.

IMMUNISATIONS

All Childhood immunisations are performed **free of charge** at Point Cook Medical Centre. Please bring your child's **immunisation book** and Medicare card with you. Please **let the receptionist know** when making an appointment that your child is coming for an immunisation.

COMMUNICATION POLICY (TELEPHONE CALLS)

Doctors are unable to take phone calls from patients while consulting except in the case of emergency situations, which will be determined by reception. If you have a query, please speak to reception and clearly explain your concerns. If it is a matter of medical advice needed a consultation with the Doctor will be required. The Doctor will advise you by calling you back during next available break, or by passing a message via the receptionist. Generally, doctors do not communicate with the patients via email.

RECALL & REMINDER SERVICE

We have efficient SMS recall Service for clinically significant results. Please make sure to update your mobile number with the reception. We also use phone call and letters for such

recalls. The Clinic's patient database allows for patient for health reminders as well. If you do not wish to be placed on this system, please speak to your Doctor. A SMS message or a letter will be sent at the time of the reminder. Please note that patients will be included in any state/territory reminder systems.

We do not send any Marketing SMS. You will only receive reminders which your doctor has specifically set for you.

CHOOSING A DOCTOR

We have 6 Doctor's (incl. 3 female doctors) at PCMC. We encourage you to try and see a regular doctor. This improves patient care and enables you to establish a long term relationship with your doctor. We understand that this cannot always be possible, and in these circumstances other doctors in this practice do have access to your files. Our GP's are:

<u>Doctor</u>	<u>Special Interest</u>
* Dr. Altaf Kazi	Aged care, Women's health
* Dr Shamima Siddique	Women&Children's Health
* Dr. Abu Ahmed	Mental Health
* Dr. Mohammed Al Kamil	Occupational health
* Dr Lihua Ruan	Family Medicine
* Dr Irvy Etta	All aspects of health care

INTERPRETER SERVICE

The Australian Govt. offers an Interpreter service for Doctors to communicate with patients who do not speak English. This service is available via a phone call 24 hours a day in 100 languages. There is also an interpreting service available for AUSLAN Please speak with Reception if you require these services when making an appointment.

OUT OF HOURS ARRANGEMENTS & HOME VISITS

For medical attention out of the clinic's opening hours, home visits and free medical phone advice can be obtained by calling our locum service (DoctorDoctor Pty Ltd) on **132 660**. Some of our doctors at Point Cook Medical centre offer home visits to our regular patients, which are generally for patients who are too ill or lack mobility to attend the medical centre. Please contact us and our staff will advise you if your treating doctor provides home visits. Reception staff will book home visit after getting confirmation from the doctor. Home visits by the doctors are generally done between 5pm-8pm weekdays and 3pm-6pm weekends.

PRIVACY AND HEALTH INFORMATION

Personal information is collected only when necessary to provide patients with a quality health service and as required routinely by HIC, Australia. Personal information will be disclosed to other health professionals when providing a referral. Patients have a right to request access to their medical file as required. **Please discuss this with your Doctor if you wish.**

FEE INFORMATION

Medicare

We are an accredited practice providing the highest standard of medical care to the local community. Consultations are **BULK BILLED** for Patients with a valid Medicare card but Surgical/Non-surgical procedures are privately billed, your doctor will give you information on said fees.

Please note: some pathology testing, x-rays, ultrasounds and specialist that you may be referred to, might occur an out of pocket expense or gap payment and your doctors will provide you some info on such fees but detailed fees info can discussed with respective service provider.

Following services are not covered by Medicare and must be paid by patient

Insurance forms, Medical Reports, Pre-employment Medical, Taxi/Truck Medical, Admin and photocopy cost for Medical records transfer etc.

Private/ Work Cover and TAC

Consultation	Private	Work Cover	TAC
Standard (weekdays)	\$80	\$73.21	\$71.41
Standard (afterhours/weekend)	\$100	\$100.67	\$89.35

Longer or Prolonged Consultation will incur higher fees. Additional Services other than standard consultation will incur a separate fee.

PHARMACY

Point Cook Pharmacy is attached to the Medical Centre but operated independently by the Pharmacists. The Pharmacy team are highly trained and operate from 9am to 6pm weekdays, 9am to 3pm on Saturdays & 10am to 3pm on Sunday's.

Wheelchairs, crutches, steam vaporizers, Ameda Electric Breast Pumps, and other durable medical equipment can be hired from the Pharmacy. Urgent deliveries to the local area can be arranged if needed.

SERVICES AVAILABLE AT POINT COOK MEDICAL CENTRE:

- *Accident & Emergency*
- *Family Planning/ Women's Health*
- *Immunisations*
- *Work cover & TAC*
- *All Minor Surgical Procedures*
- *Asthma Evaluation & Management plan*
- *Diabetes Evaluation & Management*
- *Dorevitch Pathology*

On Site Allied Health Services:

- *On site Ultrasound, CT & X-ray*
- *Pharmacy*
- *Physiotherapy*
- *Dentist*
- *Child Speech Pathology*

Please bring your **MEDICARE CARD** and/or **PENSION/CONCESSION CARD** with you to every appointment

WELCOME TO
POINT COOK
MEDICAL CENTRE

GENERAL PRACTICE
OPEN 7 DAYS

BULK BILLING
Available

MON-FRI: 8.00am-6.00pm
SAT: 9.00am – 4.00pm
SUN: 9.00am – 4.00pm
Closed on Public Holidays

1-11 Dunning's Road
Point Cook 3030
Cnr Point Cook Road & Dunning's Road

Telephone : (03) 9395 3400
Fax : (03) 9395 3411

Book appointments online at
www.pointcookmedicalcentre.com.au