

Practice Information Booklet

Introduction

South West Medical Centre is dedicated to providing excellent health care in accordance with ethical standards and best available evidence. This includes providing patient centered care that is accessible, culturally appropriate and affordable in a multidisciplinary, team based setting.

Practice Doctors:

Dr Archie Vigneswaran
Dr Cameron McPherson
Dr Lydia Agarwal
Dr Sunny Hong
Dr Juman Al Abadi

Practice Staff:

Practice Manager: Sheron Cook
Nursing Staff: Katrina Hoye, Tracey Brady
Reception Staff: Shanon Curran, Erica Wines, Sue Hughes,
Gabrielle Davies, Melissa Attard & Lilly Hedditch

Hours of Operation:

Our hours of operation are Monday to Thursday 8.30am until 8.30pm, Friday 8.30am to 5.30pm & Sundays 2.00pm to 5.30pm with closures on public holidays.

Appointments:

Appointments can be made online by downloading the "HotDoc" app or via "make an appointment" tab on our website www.swmedicalcentre.com.au

Alternatively, please call (03) 5563 4370 to make an appointment. Every effort will be made to accommodate your preferred time and choice of practitioner. Longer consultations are available by request so please inform reception staff if you require some extra time. You may be asked about the level of urgency of your problem which is used to assist with prioritising the scheduling of your appointment.

Fees:

South West Medical Centre is a private billing facility, however bulk billing may occur at the discretion of the Doctor.

Patients with Health Care Cards, Pension Cards or DVA Cards must show their entitlement card to receive bulk billing consultations.

Consultation fees must be paid on the day of the consultation. Fees are payable by cash, cheque, MasterCard, Visa & Eftpos. Medicare rebates can also be processed on the day of payment.

South West Health staff receive a 20% discount on all consultations.

Payment on the day:

Standard Consult	\$ 66.00
Long Consult	\$112.00
Short Consult	\$ 41.00
After hours (6—8PM)	\$ 71.00
After hours (>8PM)	\$ 86.00
Sundays	\$ 86.00

Accounts for services rendered are at management discretion. Accounts incur an additional \$5.00 surcharge per consultation fee and the full account must be paid within 7 days.

If your GP refers you to an external provider, out of pocket expenses may apply. We encourage all patients to ask about the out of pocket expenses prior to making appointments with other services providers and if cost is a barrier please discuss alternatives (ie Public v's Private) with your GP.

Investigations/ Procedures: (Lesions, ECG's, wound dressings, spirometry etc) Investigations/Procedures will be billed in line with our Fee structure.

After hours:

South West Medical Centre provides after hours care between the hours of 5.00PM to 8.30PM Monday to Thursday & 2.00PM to 5.30PM Sundays. For medical attention during closures please present to South West Healthcare Emergency Department, Ryot Street, Warrnambool. Alternatively, the Victorian Nurse on Call phone service can provide immediate, expert health advice from a Registered Nurse 24 hours per day by phoning 1300 606 024.

**Hours of operation:**

Monday - Thursday
8.30am - 8.30pm

Friday
8.30am - 5.30pm

Sunday
2.00pm - 5.30pm

Phone: 03 5563 4370

Fax: 03 5563 1210

Email: swmedicalcentre@swh.net.au

Website: www.swmedicalcentre.com.au

Complaints:

South West Medical Centre is always looking to find ways to improve our service.

Please tell us if our service fails to meet your expectations. You may prefer to write to us or to use our suggestion box or contact the Practice Manager, C/- South West Medical Centre, C/- South West Healthcare, Community Health Centre, Koroit St, Warrnambool, Vic, 3280, Phone: 03 5563 4370.

Matters which are unable to be resolved within the practice may be referred to:

AHPRA

PO Box 9958, Melbourne, Vic, 3001

Phone: 1300 419 495

Web: www.ahpra.gov.au/About-AHPRA/Complaints.aspx

Health Services Commissioner

30th Floor, 570 Bourke Street

Melbourne, VIC, 3000

Phone: 1800 136 066 (toll free in regional Victoria) or (03) 8601 5200

Email: hsc@dhs.vic.gov.au

Web: www.health.vic.gov.au/hsc/complaint.htm

Medical Practitioners Board of Victoria

Level 3, 1 Palmerston Crescent, South Melbourne, Vic, 3205

Phone: (03) 9695 9500

Email: info@medicalboardvic.org.au

Web: www.medicalboardvic.org.au

National Privacy Commissioner

GPO Box 5218

Sydney, NSW, 2001

Phone: 1300 363 992

Web: www.privacy.gov.au/complaints

Emergency care:

If you require an ambulance dial 000.

Priority will be given to patients requiring urgent medical attention. Please advise reception staff if you require urgent attention.

Home visits:

Home visits are available for registered patients of South West Medical Centre whose condition prevents them from attending the practice. Suitability for a home visit will be determined by the Practice Nurse.

After hours home visits are available but must be booked during normal office hours.

Failure to attend appointments:

We ask that if you are unable to attend an appointment that you contact reception staff as soon as possible to cancel or reschedule your appointment.

Should patients regularly fail to attend their scheduled appointment, South West Medical Centre may issue a penalty fee of \$20 which must be paid in full prior to any further appointments being booked.

Teaching and Training:

This practice is a teaching facility which means at times we have either a GP Registrar/Intern or occasionally Medical Students or Nursing Students present during consultations. Patients are advised verbally and in writing at the time of their arrival at the Medical Centre, of the intended presence of these third parties and are at liberty to request that the student leaves the room for the consultation.

Electronic Communication:

Communication with the practice via electronic means such as email, fax, SMS must comply with the practice electronic communication policy. A copy of the policy can be requested at reception.

Prescriptions:

It is in your best interest for medications to be discussed as part of a consultation process. Please ensure an appointment has been booked prior to your repeat prescription expiring.

A charge of \$5.00 will apply for repeat prescriptions without a consultation.

Medication Management:

Patients taking 3 or more medications are encouraged to bring their medications to their first visit for a medication review.

Please note we are able to dispose of any unwanted medications as needed.

Test results:

Your Doctor will advise of when he/she expects your results to be available and whether or not they wish you to make a follow up appointment to discuss your results. Patients will be contacted via phone or SMS to inform you of the required action/GP recommendations. If you can not be contacted by phone or via SMS a letter will be sent to your nominated address.

Services available:

- Aged Care Visits
- Ante natal care
- Blood tests
- Desensitisation injections
- Driving, insurance & employment medicals
- ECG (heart checks)
- Family Planning
- Health assessments and General Practice Management Plans
- Health check ups
- Hearing screening
- Hormone implantation procedures
- Immunisations; Child, adult, travel & occupational
- Q-Fever & Flu Vax vaccination clinics
- Yellow Fever Vaccination
- Minor Procedures
- Pap smears
- Plaster application and management
- Pregnancy Testing
- Spirometry (lung test)
- Suturing
- Wound Management
- Vaccinations

Reminder Systems:

Our practice is committed to preventable health care. At the time when you first register at the practice your permission will be sought to be included in our reminder system. Examples of reminders include National Immunisation Register, bowel screening, pap smear screening. If at any time you no longer wish to be part of this system please advise reception staff.

Management of your personal health information:

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information at all times and to ensure this information is only available to authorised members of staff. We abide by all ten of the [National Privacy Principles](#). If you wish to access your health record at anytime please contact our reception staff.

Smoking Policy:

South West Medical Centre has a no smoking policy anywhere within its premises and grounds.

Patient identification:

To correctly identify you our staff are required to ask a series of questions such as name, address & date of birth. Checking your identity is paramount to your safety ensuring the correct treatment/advice/medication is provided to the correct person.

Patient information:

Please advise our reception staff if any of your personal details/ information has changed so your client history remains accurate.