



GAP ROAD

Medical Centre



46 GAP ROAD SUNBURY VICTORIA 3429 PHONE 9740 4429 Fax 9740 8827
Monday to Friday 8.00am to 10pm Saturday 9am to 5pm and Sunday 9am to 5pm

Emergency: Phone the ambulance on: - 000

Appointments:

Online appointments now available via our web page: www.gaprdmedical.com.au or HotDocs. We will always try to accommodate your preferred time and Doctor. Emergencies will always be given priority, wherever possible you will be notified prior to significant delays. Appointments are usually made in ten minute intervals however longer consultations are available on request when making your appointment. There is a standard non-attendance fee of \$20 for all missed appointments; this is not refundable

Special Needs:

There are specified toilets and parking for the disabled along with ramps for easier access. Interpreter services are available, however, as these may need to be pre-arranged, please inform staff when making appointment. Hearing impaired patients may make appointments through our relay service.

After Hours Care:

Please call our locum service on **9429 5677**. MLS will attend within a 10-kilometer radius of Sunbury town centre and they will inform you of any fees involved. Please note that this service is only for after hours.

Management of your Personal Health Information:

Your record is a confidential document. It is always our policy to maintain the security of personal health information and to ensure that this information is only available to authorised members of staff. According to the privacy legislation, patients of our practice have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000. Copy of Privacy Policy available on request.

Fees & Billing:

All standard consultations are Bulk Billed if you hold a current Medicare card. Work Cover, Insurance matters & insurance Medicals incur a charge. Fees for Billed Visits (including all other medicals) can be obtained from reception staff. Always bring your current Medicare card with you and notify staff of any changes to personal or Medicare details. If you hold a Pension, Health Care or Seniors Card please provide these to the reception staff.

Access:

Phone appointments are available for patients that have attended the centre in the last 12 months. Any Careplans, Mental Health Plans or paperwork that needs to be filled in - these types of appointments, cannot be done via phone consultation you will need to book the appropriate type of appointment face to face.

Reminder System:

The practice offers a reminder system via letters/SMS for preventative health such as pap smears, cholesterol checks, blood tests, health assessments, diabetes check, influenza and other vaccinations. Please inform your Doctor should you wish to be enrolled in this system.

Reception & Nursing Staff:

Amy, Carolyn, Debbie, Kerrie, Nehal, Tania, Kerry, Mephie, Jess, Briley, Jo, Bree, Rose, Pauline, Georgia, Terri-Anne, Ben, Rhiannon and Jess 2.

We would like to thank you for taking an interest in our Medical Centre. We have acknowledged the needs of the local people in Sunbury and surrounding areas by endeavoring to provide an excellent and satisfactory service. We have numerous facilities for your benefit; many of these are listed on this leaflet for your convenience and to save you valuable time

Available at the Centre are:

Children's Vaccinations, ECG, Health Checks, Care Plans, Assessments, ABI, Nebuliser, Wart Treatment (liquid nitrogen), Medicals (pre-employment, licenses – must be an existing patient and there is a charge), Workcover & TAC, Minor Surgery.

MOLESCANS

A scan that can give early detection and accurate diagnosis of cancerous skin lesions. (Brochures - available)

This is the latest technology and only a few practices in Victoria offer this service. Cost is \$150 payable on the day. Medicare rebate is \$72.80. You will only be \$77.20 out of pocket for this potentially life-saving scan. Should you need a lesion removed, this can be done at the Centre under a bulk billing arrangement.

Feedback to the Practice & Your Rights:

We aim to offer you an excellent service. If there is any way you feel we can improve the service, we provide please don't hesitate to let us know. If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or a receptionist. You may prefer to write to us or use our suggestion box. We take your concerns seriously. Any problems will be followed through and appropriate action will be taken. However, if you wish to take the matter further and feel that you need to discuss the matter outside the surgery, options are as follows:

**The Medical Registration Board, AMA or
Health Care Complaints Commissioner. Health Services Commissioner
30th Floor 570 Bourke Street, Melbourne, Victoria 3000 Telephone: 8601 5222 /1800 136 066**