

YOUR MEDICAL RECORD IS A CONFIDENTIAL DOCUMENT

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff. Patients can obtain a copy of our privacy policy at reception.

Feedback/Complaints

If you have a problem we would like to hear about it. Please feel free to talk to the Doctor or our receptionist. We take concerns, suggestions and complaints seriously. We have developed and documented a privacy policy according to the current privacy laws. If you would like information about this policy or if you need to access your health record, please ask your Doctor or reception staff.

Alternatively, if you are still dissatisfied, please contact The Health Care Complaints Commission:

**Level 30,
570 Bourke Street, Melbourne Vic 3000
Ph: 03 8601 5222**

Regional Free Call: **1800 136 066**. <http://www.health.vic.gov.au/hsc/complaint.htm>

It is the role of this practice to provide a caring environment that is safe, welcoming and peaceful for all patients. We respect the rights of individuals, and will attempt at all times to treat patients promptly and courteously.

Joseph Banks Medical Centre requests that patients, in turn, treat staff and other patients with respect, refraining from shouting, swearing or engaging in other inappropriate behaviour which may cause harm or distress to themselves or others.

SURGERY HOURS

MONDAY - FRIDAY
8:30AM TO 6:30PM

Our Doctors

Dr. Imalka Wettasinghe
Dr. Melissa Monkivitch
Dr. Krysia Debicki
Dr. Sam Giummarra
Dr Graeme Downe
Dr Ivan Ng
Dr Charlie Hamilton

Practice Nurses

Peta Fisher
El Brewster
Charlene Lester
Michelle Coon

Practice Manager

Jackie Warren

Senior Receptionist

Louise Salinas

DOCTOR DOCTOR

If you need a doctor and we're closed.
Please Call

13 26 60

Bulk Billed. In Home. Out Of Hours.

Doctors are on the road
weeknights from 8:pm
Saturdays from 5:pm
Sundays and Public Holidays
6:30am– 9am doctor on call for \$200
private fee.



ADVOCATE
MEDICAL GROUP

Joseph Banks MEDICAL CENTRE



PRACTICE INFORMATION

3 Joseph Banks Crescent, Endeavour Hills VIC 3802

Ph: 03 9700 2281

enquiries@josephbanksmedicalcentre.com.au
www.josephbanksmedicalcentre.com.au

ABOUT US

This practice aims to provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices. Our practice respects the rights and needs of all patients.. We believe your health is best managed by continuous care. Our doctors may refer you for specialist opinions, investigations and treatment when necessary. **Patients** have the right to informed consent in their treatment and actively participate in decisions about their healthcare.

Our Services Include:

- General Check ups
- Preventative Medicine
- Chronic Disease Management
- WorkCover, TAC and Veteran's Affairs
- Vaccination and immunization programs
- Treatment and Referral for acute conditions
- Wound Treatment, dressing and management
- Minor Surgical Procedures
- 4Cyte Pathology Onsite
- Skin Cancer Check
- Mental Health Consultation
- Family Planning
- Health Management for Seniors
- Men's Health including Prostate and Sexual health checks
- Women's health including PAP smears, breast examination, contraception and pre-pregnancy consultation
- Adolescent health

APPOINTMENTS

Although we endeavour to run on time, delays may occur if there have been emergencies or a patient requires a little more time. To avoid waiting, patients may ring the surgery prior to their appointment to see if there is a long wait expected.

- Consultation is on an appointment basis. (Monday - Friday)
- Please advise receptionist if a long consultation is required at time of booking.
- Please ensure a separate appointment is made for each family member requiring an appointment
- Appointments are required for completion of all reports, forms and when requesting new or ongoing referrals.

Please be aware you will be asked for 3 points of identification multiple times throughout your visit to JBMC. You will be asked your name, address and date of birth when booking an appointment and on arrival. This helps to ensure patient confidentiality and accuracy is maintained at all times.

Online appointments can be made at our www.josephbanksmedicalcentre.com.au

If you or a family member requires an interpreter service, we can organize this for you. Please let us know in advance when you make an appointment. Alternative modes of communication may be used by our patients with a disability. The National Relay Service (NRS) for patients that are deaf or the translation and Interpreter service (TIS) Doctors Priority Line (1300 131 450) for patients from a non English speaking background.

TELEPHONE ACCESS/ ELECTRONIC COMMUNICATION:

Please note that our Doctors do not take telephone calls during consultations unless it is urgent. Our reception staff can take a message, inform the Doctor and your call will be returned at the earliest possible time.

Patients can also contact us via our email enquiries@josephbanksmedicalcentre.com.au

Only appropriate non-clinical matters are dealt with via emails.

FEES AND BILLING ARRANGEMENTS

Joseph Banks Medical Centre is a mixed billing clinic. Please be aware that some consultations and procedures are not covered by Medicare and patients without Medicare cards need to pay for the consultation on the day of the appointment.

Private fees:

Standard Consultation: \$75.00

Long Consultation: \$115.00

Pensioners, DVA , children under 16 years of age will be bulk billed at the discretion of your doctor.

A treatment room fee will apply when seeing the nurse for dressings, plasters etc. This fee is non-rebatable.

A fee of \$15 will apply for duplicate referrals and scripts (if lost).

WORK COVER AND TAC CLAIMS

Our receptionist staff will ask you to complete a work cover form. Payment for consultations will be billed and paid by you until we have authority from your employer to bill them direct. Please note there is an excess threshold for TAC claims to be paid by you. Once this has been reached we are then able to bill TAC direct.

RECALLS/REMINDERS

Our practice uses SMS messaging to remind patients of their upcoming appointments and to contact the practice for results and recalls. If we are unable to successfully contact you via SMS, our staff may attempt to contact you via telephone. We are committed to preventative care therefore from time to time, we will contact you about check-ups and preventative health services appropriate to you. If you do not wish to be included in this system, please speak with your Doctor.

