



Practice Information Sheet

193a Liebig Street, Warrnambool, 3280
Shop 10, Target, Koroit Street, Warrnambool, 3280

Telephone (03) 5562 2766

Facsimile (03) 5562 0939

Urgent After Hours Care 0408 529 283

Practice Hours (by appointment): Liebig Street: Monday to Friday 8:15am to 6:00pm; Saturday 8:30am to 12:00 noon

Target: Monday to Friday 8:30am to 5:00pm

23-25 Boundary Road, Mortlake, 3272

Telephone (03) 5599 2990

Facsimile (03) 5599 2930

Practice Hours (by appointment): Monday, Tuesday, Thursday 8.45am to 5.00 pm; Wednesday 8:45am to 1:00pm

Practice Doctors:

Dr Phillip J. HALL M.B., B.S., Dip.(Obst.) R.A.C.O.G., Dip (Anaesth), F.A.C.R.R.M. ,

Dr James P. OLESEN M.B., B.S.,

Dr Emma R. RENOUF M.B., B.S. (Hons), BMedSci, F.R.A.C.G.P

Dr Andrea J. HEDGLAND MBChB, Dip.(Paeds), F.R.A.C..G.P.

Dr Chandanvir SAINI M.B., B.S. F.R.A.C.G.P.

Dr Corsini ARAGON M.B., B.S. F.R.A.C.G.P.

Dr Sharad B. RAWAL M.B, B.S, DCH, EMC, F.R.A.C.G.P.

Dr Matthew BIRTLES B. Med. DCH, F.R.A.C.G.P.

Dr Jamila PERERA M.B, B.S, F.R.A.C.G.P.

Dr Belinda M. BELL B. Med.

Dr Heidi M. CUTTING M.B, B.S., Dip Child Health, Adv Dip O&G

Dr Monica BHATIA M.B.,B.S., FRACGP

Dr Praveen KUCHU M.B., B.S.

Dr Karishma KARKI M.B, B.S., DCH, EMC.

Dr Chandima SILVA M.B, B.S

Dr James WEBSTER M.B, B.S

Dr Matthew FULLER M.B, B.S

Practice Staff:

Practice Manager: Alistair Ross

Practice Nurses: Maria, Carolyn, Lisa, Darren, Megan, Alison, Jenny, Sam, Louise and Kate.

Secretarial Team: Deb

Administrative Staff: Maria, Wendy, Linda, Kathy, Michelle, Karen, Rachelle, Rebecca, Catherine, and Grace.

Appointments:

Please ring 5562 2766 for an appointment. Every effort will be made to accommodate your preferred time and GP. Please advise if you require extra time with your doctor, or if your appointment is for pre-employment or insurance medical. If you require an interpreter service, we can organise this for you; please let us know when you make the appointment.

Care Outside Normal Opening Hours:

In the case of emergency, an on-duty doctor is available after hours, seven days a week, by phoning the Duty Doctor on 0408 529 283.

Home and Other Visits:

Home visits are available (within a ten-kilometre range) for regular patients of this practice whose condition prevents them from attending the surgery.

Telephone Access:

In the interest of patient confidentiality, doctors will not receive calls during consulting hours. If you wish to speak directly to your doctor, please leave your contact details and request that the doctor return your call. The doctor will be advised of your request immediately and will contact you when free.

In the case of an emergency, the doctor will be advised immediately and will speak with you as soon as possible.

Services Available:

Apart from general medicine and chronic disease management, the clinic offers a wide range of services including obstetrics, sports medicine, minor surgery, counselling, employment & insurance medicals, accident & emergency treatment, acupuncture, etc.

Fees and Billing Arrangements (we are not a bulk billing practice):

Payment in full (or balance after Medicare) is requested on the day of consultation. Patients with concession cards must show their entitlement cards to receive reduced rates. We accept cash, cheque and EFTPOS.

Patients are advised that it can take up to 2 days for prescription requests to be actioned and that a fee of \$10.00 (at the discretion of the doctor who may wish to arrange a consultation) may be charged for the service.

Getting the results of any test or procedure:

Your doctor will advise when he or she expects the results to be available. Call the practice between 09.00 am & 11.30am and between 2.00 pm & 4.30 pm to find out your results and your doctor's recommendations.

Reminder System:

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception staff know. We also have a text reminder system for upcoming appointments, please ensure staff have your current mobile number.

Management of your Personal Health Information:

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 authorised members of staff. We abide by the ten National Privacy Principles available at <http://www.oaic.gov.au> Warrnambool Medical Clinic's Privacy Policy can be viewed upon request.

Third Party:

A suitably qualified third person, i.e., a Medical Student or Registrar, is occasionally present at consultations in this Clinic. Patients are advised verbally and in writing at the time of their arrival at the Clinic, of the presence of the third person and are at liberty to request that they leave the room.

Your Opinion:

We take feedback from our patients very seriously and have a policy of using it to continually maintain and where necessary, improve the quality of our service.

Your Rights:

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or to use our suggestion box. We take your concerns, suggestions and complaints seriously. Complaints may be lodged with:

1. Health Complaints Commissioner
Level 26, 570 Bourke Street,
MELBOURNE, Vic., 3000
ph: 1300 582 113
<https://hcc.vic.gov.au>
2. Australian Medical Association
P.O. Box 21, PARKVILLE, Vic., 3052
ph: 9280 8722
Website: http://amavic.com.au/page/Contact_Us/
3. Medical Practitioners Board of Australia
Level 3, 1 Palmerston Crescent,
SOUTH MELBOURNE, Vic., 3205
ph: 9695 9500
<http://www.medicalboard.gov.au/Search.aspx?q=complaint>



www.warrnamboolclinic.com.au

Following patient feedback we have repositioned our Liebig Street Clinic Check-In Kiosk and fitted a Privacy Screen Filter to improve patient confidentiality. We welcome your feedback.

¹ *There is always the potential for out-of-pocket costs related to services such as pathology, imaging, specialist or allied health at other health facilities. Please confer with these facilities regarding out-of-pocket expenses.*