



East Bentleigh Medical Group
873 Centre Road, East Bentleigh, 3165
Telephone 03 9579 2077 Fax 03 9579 3180
www.ebmng.com.au

Dr Barry Hill Dr Vanessa Huang Dr Lucy Buchanan
Dr Anne Appelbe Dr Kylie Telfer Dr Julie Tan Dr Ronald Schweitzer
Dr Rosemary Walker Dr Anton Knieriemen Dr Ingrid Lipka Dr Yvonne Cymbalist
Dr Mahesh Jayaratne Dr Rob Seeley Dr Tharika Sudurikku
Dr Wod al-Khateeb (Cosmetic procedures)

Podiatrist: Tran Luc Dietitian: Vivienne Wang
Psychologists: Fay Oberklaid & Nicky Jacobs

Practice Nurses: Sarah, Pat, Jo, Chantelle, Lisa & Claudia

PRACTICE HOURS

Monday	8.30 AM - 7.30 PM	Saturday	9.00 AM - 12.00 PM
Tuesday - Thursday	8.00 AM - 7.30 PM	Sunday	9.00 AM - 11.00 AM
Friday	8.00AM - 6.00 PM	Public Holidays	9.00 AM - 11.00 AM

Nurses hours:

Monday to Friday 8.30 AM - 5.30 PM (Not available between 1 pm - 2 PM)

Pathology Technician hours:

Monday to Friday 8.00 AM - 5.00 PM Saturday 9.00 AM - 12.00 PM

APPOINTMENTS

Appointments may be made in person or by phoning 03 9579-2077 during practice hours.

ON-LINE APPOINTMENT BOOKING

Appointments can be booked on-line using our online booking system HotDoc, just visit our website: www.eastbentleighmedicalgroup.com.au and follow the prompts. Please ensure you receive the email confirming your chosen appointment time.

AFTER HOURS

East Bentleigh Medical Group (EBMG) provides 24-hour care for patients of the practice. A doctor can be contacted after hours by phoning **13 74 25**. A recorded message will direct you to the locum service on **13 74 25**. The all-hour's telephone number and locum number are displayed on the front door of the surgery. In an emergency, please call an ambulance on '000' or attend the nearest Accident & Emergency Centre (Monash Medical Centre, Clayton Road, Clayton or Sandringham Hospital, Bluff Road, Sandringham).

HOME VISITS

Home visits are available for regular patients whose condition prevents them from attending the surgery. Patients must live within a 5km radius of the surgery. Other arrangements can be made with the Locum Service for patients outside this boundary.

Nursing homes etc are visited on a regular basis by the Doctors of this surgery.

PHONE CALLS TO DOCTORS

Doctors in this practice may be contacted during surgery hours. When Doctors are with other patients, messages may be taken. If it is appropriate the Doctor may be able to return your call, but for some matters it is advisable to schedule a face-to-face consultation. This will especially be the case if the issue is a new one or you have not been reviewed for some time.

IMMUNISATION

EBMG supports and promotes immunisation of all patients to the standard recommended by AIR (Australian Immunisation Register). Immunisation is available to all patients of the Practice. Routine childhood immunisations do not require an appointment. An appointment with the Doctor is necessary for travel advice and vaccinations.

OTHER INFORMATION

Some of the Doctors participate in the shared care obstetric program.

Dr Buchanan, Dr Lipka and Dr Jayaratne have a special interest in skin issues and Dr Huang is an accredited skin cancer doctor. They can provide skin checks, skin management and education on skin cancer prevention and self-detection. Discuss having a skin check with your usual Doctor at your next visit and make an appointment with reception.

Dr Lipka has a special interest in anti-aging skin treatments including anti-wrinkle injections.

Practice Manager: Tina van der Meulen

Reception Staff: Michelle, Karen, Enrica, Yvonne, Annette, Helen, Lisa, Vivian & Kate.

CONSULTATION FEES

Standard consultation:	\$ 95.00	Medicare rebate \$ 41.20
Longer consultation:	\$153.00	Medicare rebate \$ 79.70
Prolonged consultation:	\$202.00	Medicare rebate \$117.40
Telehealth appts	\$ 75.00	Medicare rebate \$ 41.20

This is a guide as billing is up to the individual Doctor and they may choose to charge differently to the amounts above. An account fee may be charged if the fee is not paid at the time of the consultation. We accept cash, cheques, EFTPOS & major credit cards.

As Doctors are responsible for their own billing, although the practice encourages them to bulk bill Pensioners and Health Care Card holders and children aged 5 and under during business hours Monday to Friday, they may choose to apply a private out-of-pocket fee for complex consultations. However, please note that bulk billing is not available at weekends, public holidays or from 6pm during the week. There is no charge for Veteran Affairs patients.

LENGTH OF CONSULTATION

Longer consultation times may be arranged. When booking your appointment, please advise the receptionist if this is needed e.g., for: -

- New patients
- 6 week post-natal check
- PAP smear test
- procedures e.g. excision of a lesion
- when lengthy counselling can be anticipated
- complicated or multiple problems
- insurance or pre-employment medicals
- skin checks

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

East Bentleigh Medical Group has a Privacy Policy. Details of this are summarized on our Privacy poster and also on our website. Your medical record is a confidential document. This Practice maintains security of your personal health information at all times and ensures that this information is only available to authorised members of staff. Your clinical information might be reviewed in a de-identified form when doctors undertake a quality improvement clinical audit.

EBMG are able to contribute to your My Health Record (MHR) if you have one and consent to us doing so. We are also able to view contributions from other clinicians. The MHR is a government implemented online record of some important parts of your medical history and has bank-level security. Feel free to discuss this or other aspects of your data security with your doctor.

This Practice is involved in teaching medical students. The presence of a third party observing or clinically involved in consultations will only occur with the consent of the patient prior to the consultation.

TRANSFERRING YOUR FILE

If, for any reason, you decide to go to another healthcare provider you may require your patient file to be transferred to that provider. They will have a request form they will ask you to complete and they will forward that to us. We charge \$40 to send your file, via registered post, to another provider. The request must come from your new provider. On receipt of the request, we will contact you confirming the request and asking you to settle the account so we can get your information to your new provider without delay.

REMINDER SYSTEM

Patients are offered enrolment in a variety of reminder systems to provide preventative care and early detection of disease. Patients may be opportunistically approached for specific health prevention strategies. If you DO NOT want to be part of this system, please let the Doctor know.

THE PRACTICE MAY ALSO SEND APPOINTMENT REMINDERS VIA SMS, let the receptionist know if you would prefer not to receive SMS reminders.

ONSITE PATHOLOGY

Melbourne Pathology provides onsite pathology services Monday to Friday between the hours of 8.00am to 5.00pm, Saturday 9.00 to 12.00. A Melbourne Pathology request form from your doctor is required and you will need to provide your current Medicare card. Melbourne Pathology uses a numbering system, and you are seen in turn. They

operate with two technicians in the morning, one in the afternoon and do not close over the lunch period.

RESULTS FOLLOW UP

EBMG encourages patients to take responsibility for following up the results of medical tests and investigations. Patients can follow up pathology results by either making an appointment to see the doctor (the doctor may request this); by phoning the doctor for urgent results if suggested by the doctor; or by phoning the nurse on 03 9579 2077 Monday to Friday between 2pm and 3pm. Some doctors may choose to send an SMS notification of NORMAL results if the patient has previously consented to receiving SMS reminders.

ALLIED HEALTH

We have a number of allied health providers who consult from our rooms. Rod friend, Physiotherapist consults from 869 Centre Road, as does Mini Gupta of All ears Hearing, who is an Audiologist specialising in the treatment and management of tinnitus.

We can also offer patients the services of psychologists, a podiatrist and a dietitian who are with us regularly. If you would like to book any of these services, please talk to your doctor at your next appointment, see our website for more information, or call and speak to reception 03 9579 2077.

YOUR RIGHTS / FEEDBACK AND COMPLAINTS

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor or the Practice Manager. You may prefer to write to us or use the suggestion box which is located at the front desk. Complaints will be reviewed by the practice principals and follow up communication will be provided. If the resolution is not to your satisfaction, there are several options available including the Health Services Commissioner, 26/570 Bourke Street, Melbourne, 3000. Telephone: 1300 582 113, Website: www.health.vic.gov.au/hsc or a complaint can be lodged via AHPRA, GPO Box 9958, Melbourne 3001 or at www.ahpra.gov.au

INTERPRETER SERVICE

TIS National is available to any patient needing interpreting services, their phone no is 131 450, Website: www.tisnational.gov.au