

PATIENT INFORMATION SHEET

Tawonga Cres, Mount Beauty 3699 PO Box 75, Mount Beauty 3699

p:(03)57543400

f:(03)57544893

e:enquiries@mbmc.com.au

MISSION STATEMENT

Our mission is to provide comprehensive general practice services and first call trauma care to the Mount Beauty and district communities. Our goal is to help our patients live long healthy rewarding lives and we believe that this is possible through a holistic approach to health and wellbeing. Our practice is fully accredited with Quality Practice Accreditation.

MOUNT BEAUTY MEDICAL CENTRE DOCTORS

Dr Mark Zagorski

Dr Jeff Robinson

Dr Libby Garoni

Dr Skye Delaney

Dr Angela Stratton

Dr Laura Zagorski

Dr Lauren Cussen

Dr Damian Heman

Dr Daniel Florisson

Dr Andrew Mason

Dr Jacinta O'Neil

PRACTICE MANAGER - Pat Ryder

RECEPTIONISTS - Leila, Jasmin, Marie, Wendy, Narelle, Leighann, Ellie

NURSES -Jacqui, Bec, Sue, Joy, Lynette

VISITING CLINICAL STAFF

Diabetes Educator - Susan Norman Podiatrist - Kelly Creamer Dietitian – Caitlin Silverster Wodonga Eyecare

DOREVITCH HEALTH PATHOLOGY NURSE - Bev Neill

USUAL OPENING TIMES

Normal opening hours are from 8.30am to 5.00pm weekdays and 10.00 am to 12.00 noon on Saturdays. Appointments can be made by booking online (via www.mbmc.com.au) or phoning the clinic during working hours. Urgent problems are always dealt with promptly. If you believe your problem requires urgent attention please inform the receptionist when making your appointment. Sometimes your needs are best dealt with in a longer consultation: please let the receptionist know so that adequate time can be provided.

SATURDAY MORNING CLINICS

We do not make routine appointments for Saturday morning clinics. These appointments are reserved for urgent matters only.

AFTER-HOURS AND EMERGENCY

Mount Beauty Medical Centre doctors are available for all after-hour emergency medical requirements 24 hours a day / 7 days per week. They are available during busy periods such as Christmas and Easter as well as all Public Holidays. If you require medical attention after the practice usual opening time, contact the nurse at Mount Beauty Hospital (03 5754 3500). The nurse is trained to triage patients and will contact the doctor on call if required.

BOOK YOUR APPOINTMENT ONLINE

We are now offering a convenient and flexible new service, one that allows patients to book appointments with us online. It's free and simple to use, all the patient needs to do is complete a short registration, providing them instant access to our available appointments and allowing them to plan and book ahead. Visit www.mbmc.com.au and click on the "book an appointment online" button.

OUR SERVICES

We provide a comprehensive family medical service with quality care in a friendly, relaxed atmosphere. All doctors are trained in emergency medicine, have an interest in sports medicine, and are available to cater for most patient needs. Other services provided include Xray Services, Minor Surgery, Pregnancy Tests, Cardiographs, Women's Health, Pathology, Travel Vaccination, Immunisations, Psychology, Dietary, Diabetes, Podiatry services, Hearing screening and much more.

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HOME VISITS

Home visits are available; however these visits are authorised by and at the discretion of the doctor. Please phone the practice to discuss the home visit procedure.

WALK-IN APPOINTMENT

“Walk-ins” will be allocated an appointment as soon as possible depending on the urgency. All patients requiring urgent care will usually be accommodated by the doctor on call for the day.

TELEHEALTH AND TELEPHONE CONSULTATIONS

We offer telehealth and phone consultations to those patients who have Covid or Upper Respiratory symptoms. When you contact the practice for an appointment our staff will ask you some screening questions to determine if a telehealth or phone consultation is the best options.

BILLING ARRANGEMENTS

This is a private practice and patients are expected to pay for their consultation on the day. After-hour consultations will also attract a fee. The fee payable varies according to the nature and duration of the consultation.

A sample list of common consultations appears below (as at 8th August 2023).

Standard consultation \$ 93.45 Long Consultation \$131.95 Chest Xray \$144.50

After-hours Visit \$241.90

We accept cash, cheque, EFTPOS, Mastercard or Visa and offer discounts for all pensioners and health care card holders. Through our direct connection to Medicare via HIC Claims online, your Medicare claim can be processed on the spot and a rebate deposited to your nominated bank account within 48 hours. We bulk bill all local children until they finish school.

TELEPHONING YOUR DOCTOR

Although most problems are dealt with in a consultation, a doctor will always be available during normal practice hours for emergency phone advice. Our practice staff are experienced in deciding whether the matter requires an appointment, a return phone call from the practice nurse or urgent discussion with the doctor. If you are unsure of your situation, please do not hesitate to phone the practice as our staff are more than willing to help.

NON-ENGLISH SPEAKING PATIENT POLICY

Patients who do not speak English or who are more proficient in another language, have the choice of utilising the Translating and Interpreter Service (TIS) arranged by the practice, or bringing a family member or friend to the consultation.

INFORMED PATIENT DECISIONS

Your GP will explain the purpose, importance, benefits and risks of investigations, referrals and treatments allowing you to make an informed decision about your health care.

REPEAT PRESCRIPTIONS

If you require repeat prescriptions please make an appointment with the doctor. This will allow the doctor time to look at your medical history to ensure that you should continue with the medication, check that your medical history is current and that your health care is being managed appropriately. When you pick up your last prescription at the chemist we encourage you to make an appointment with the doctor.

SMS MESSAGES

We use SMS messages to remind patients of their appointment at the Medical Centre. We have gained patient consent for this process and this consent has been noted in the patient demographic information. We now offer to notify you when you have a reminder due (such as your annual blood test, Pap smear, vaccination etc.). You can opt to have all SMS notifications as listed above or just limit it to appointment reminders. Careful thought is needed by you to ensure that any SMS messages about any family member with your phone number listed as the contact number will go to your mobile phone. Generally, this is not an issue but you must think about the possibility of YOU receiving a message about another family member. Please ask the receptionist (or your doctor) if you have any further questions about this service.

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REMINDER SYSTEM - PRACTICE BASED, STATE AND/OR NATIONAL REGISTERS

Our practice has a reminder system which incorporates reminders for Vaccinations, Pap smears, Cholesterol levels and other areas that need regular monitoring. If you receive a reminder letter or SMS please contact the practice to make an appointment. The practice is involved in national reminder systems such as Victorian Cytology, Breastscreen, Child Immunisation Register and National Bowel Cancer Screening. Where appropriate, some components of your medical information may be sent to these registers. Please ask your doctor if you would like further information about these systems.

NOTIFICATION OF PATIENT RECALLS

If the practice receives a result, requiring urgent attention, either the doctor or a member of our practice staff will contact you immediately for follow up action. We will also contact you if the doctor wishes to see you about your non-urgent result. If you have pathology, radiology or results and / or feedback from specialist services, we encourage you to make an appointment with the doctor to discuss any follow-up action.

ELECTRONIC MAIL / SMS

Mount Beauty Medical Centre currently use Medical Objects, Healthlink and All talk to transfer medical information electronically. Where possible we prefer to receive correspondence in any of these formats. This practice does not support or allow the use of insecure, electronic methods of transmission for correspondence containing identifiable clinical information including, but not limited to:

- General email
- Email secured with a non NEHTA approved certificate
- Electronic faxing
- Unsecured web-based forms

Mount Beauty Medical Centre uses secure messaging delivery via Medical Objects, Healthlink, All talk and HIC online using practice and individually encrypted certificates.

PRACTICE EMAIL

We discourage all patients to use general email to send personal information to the practice. On our outgoing email messages, we display a notice that informs the receiver that sending emails that are not encoded may be illegally accessed by third parties. We also have the SMD information on our webpage for patient information.

PRIVACY

The Mount Beauty Medical Centre has a policy to protect patient privacy in compliance with Australia's privacy legislation. If you have any queries regarding your privacy please do not hesitate to speak to your doctor.

YOUR COMMENTS

Comments about our medical service are always welcome. If there is any way we can improve for your benefit, we will. Please feel free to speak to our staff about any suggestions you may have. Patients are entitled to register a complaint with the Victorian Health Services Commissioner for health issues.

Phone 03 8601 5200 or Fax 03 8601 5219

TEACHING

Mount Beauty Medical Centre is involved in the University of Melbourne Rural Student Cohort Program, which involves teaching and mentoring medical students full time for a twelve-month period. Naomi and Anna will be our students for 2023 and will be involved in all aspects of patient care. If you do not wish a student to be involved in your consultation, please notify one of the receptionists prior to your appointment.

M2M MEDICAL INTERN PROGRAM

Mount Beauty Medical Centre is also involved in the Murray to the Mountains Intern Program where a medical intern spends 20 weeks of the year gaining valuable experience and training in General Practice. Dr Ryan Fleming will be our intern for 2023 and you will be able to make an appointment with Ryan from early June to Mid-October 2023.