

BANNOCKBURN SURGERY

Information Brochure

Our Practice:

Dr Cameron Profitt
Dr Andrew Bell
Dr John Henderson
Dr Margaret Somerville
Dr Benjamin Fry
Dr Samantha Buchholz
Dr Carolyn Grigg
Dr Rupali Jain
Dr Fiona Ahlberg
Dr Veronica Stubbs

Practice Manager: Renee Trotter
Office/Accounts Manager: Ashley Rogers

Registered Nurses: Belinda, Wendy, Lucy, Lisa & Susanne

Reception Staff: Ellie, Terri, Rose, Janine, Lisa & Beth

Visiting Health Professionals

Podiatrist – Peter Angelucci
Diabetes Educator – Jessica O’Shannassy
Speech Pathologist- Ceri Webb

Appointments

For an appointment please phone **5281 1481**
Every effort will be made to accommodate your preferred time and preferred doctor.
Appointments can also be booked online via our website at www.bannockburnsurgery.com.au

Notification of cancellation is required in advance or fees will apply

Emergencies must always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your doctor has been called away. Longer consultation times are available so please ask our receptionists if you think you may require some extra time with the doctor.

If you or a family member require an interpreter service we can organize this for you. Please let us know when you make the appointment.

For referral to specialists, medical certificates and repeat prescriptions an appointment is required with the doctor.

Fees & Billing Arrangements: (July 2020)

The AMA Fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery.

	Standard consult	Long consult
Standard	\$82.00	\$123.00
Pensioner/Health Card Holder	\$61.00	\$102.00
Medicare rebate	\$38.75	\$75.05

Paid accounts can be sent online to Medicare for claiming of the Medicare rebate.

If payment is not made in full on the day of the consultation a \$10 administration fee will apply. This includes pensioners and health-care card holders.

Our fees are subject to change without notice and this pamphlet should be used as a guide only. Please consult reception staff for an up to date fee list.

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the Surgery.

Fees from: **\$150.00**

Telephone Access

Doctors in the practice may be contacted during normal surgery hours. If the Doctor is with a patient a message will be taken and forwarded to your doctor, it is then up to the Doctors discretion how the call will be responded to. In an emergency your call will always be put through to a Doctor or Nurse.

Test Results

Test results are available between the hours of 10am -4pm only. If you would like to discuss the results in detail an appointment with you GP will be required. If your GP requires you to make a follow up appointment you will be contacted by the clinic.

Telehealth

Patients can choose to have their appointment over the phone. This appointment will attract a reduced fee and can be Medicare rebated

Prescriptions and Referrals

For referrals to specialists and repeat prescriptions, an appointment is required with the doctor. We do not write scripts out of session unless you have been seen in the last 2 weeks and forgot to request the script.

Services Available

Check-ups, skin checks, Vaccination: childhood & travel, Family planning, contraceptive advice, Mirena insertion, pap smears, pregnancy tests, ECG & heart check, lung function tests, counseling, minor surgery, suturing cuts, removal of skin lesions and cancers, ingrown toenail treatment, liquid nitrogen freezing therapy, nutritional advice, industrial medical advice & consultation, sports medicine, health education, Health Assessments, GP management plans, asthma education, Medication reviews, women’s health, men’s check-ups and more

Pathology Services

Australian Clinical Labs Pathology have a collection service at the surgery Mon – Fri 8.30am – 5.00pm. Please note they close for lunch between 1-2pm.

Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

After Hours Arrangements:

For regular patients of the practice, 24 hour/ 7 day a week care is provided.

If you have an **urgent medical problem** outside of normal opening hours, the on-call doctor can be contacted for advice. Please phone the Surgery's after hours number for further advice: 0408 057 038

If you have a life threatening Medical Emergency Call **000**

Current Fees: After Hours Attendances (July 2020):

After Hours Visit at the Surgery: Fee: **\$275.00**

After Hours Visit 11pm – 7 am: Fee: **\$436.00**

Workcover

All workcover accounts are the responsibility of the patient and must be settled by the patient at the time of consultation until the employer/Workcover insurer accepts liability for the claim. Workcover may not cover all fees and there may be an out-of-pocket expense payable by the patient.

Immunisations/ Vaccinations

Please advise reception staff when booking an immunisation/ vaccination.

Consultations for routine childhood immunisations (only) will be charged at the rebate rate (ie. no out of pocket expense). Normal consultation fees apply for all other immunisations. Normal consultation fees apply if the consultation deals with problems other than routine childhood immunisations.

If you are having difficulty paying our fees please discuss this with the Practice Manager.

IMPORTANT TELEPHONE NUMBERS

AMBULANCE

000

GEELONG HOSPITAL

4215 0000

ST JOHN OF GOD HOSPITAL

5226 8888

EPWORTH HOSPITAL GEELONG

5271 7777

BALLARAT BASE HOSPITAL

5320 4200

Privacy Statement

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 is only available to authorised members of staff.

Bannockburn Surgery is covered by

- The Health Privacy Principles (the HPPs as set out in the *Health Records Act (Vic)2001*), and
- The National Privacy Principles, (the NPP as set out in the *Privacy Act (Cth) 1988*).

To comply with our obligations under the HPPs and the NPPs there are policies in place to manage information about you and how you may access that information.

Documented consent forms are required for parents seeking medical information regarding their children over 18 years of age.

Your Rights

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

BANNOCKBURN
SURGERY



DURING COVID-19 PANDEMIC

Practice Hours
(By Appointment)

Monday - Friday
8:30am – 5pm

Saturday

10:00 am - 12:00 pm
Emergency Session
(no appointment required)

T: 03 5281 1481
F: 03 5281 1978

Bannockburn Surgery Pty Ltd
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BANNOCKBURN VIC 3331
www.bannockburnsurgery.com.au