

BANNOCKBURN SURGERY

Patient Information Brochure

General Practitioners:

Dr Cameron Profitt
Dr John Henderson
Dr Benjamin Fry
Dr Rupali Jain
Dr Veronica Donahoe
Dr Ernest Cheng
Dr Rimas Liubinas
Dr Samantha Buchholz
Dr Shruthi Subramanyan
Dr James Murdoch
Dr Savithi Somachandra

Practice Manager: Catherine Lawlor

Allied Health Professionals

Podiatrist – Peter Angelucci
Diabetes Educator – Priti Mistry

Appointments

For an appointment please telephone **(03) 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 or HotDoc.

Interpreter Services

If you or a family member require an interpreter service we can organise this for you. Please let us know at the time of making the appointment.

Cancellation of Appointments

Please let us know as soon as you are aware that you are unable to attend your appointment as there may be other patients waiting an appointment. A non-attendance fee may be applicable for Did Not Attends (DNAs).

Fees & Billing Arrangements: (1 July 2025)

We are a private billing practice. Please consult our reception team or your general practitioner for further billing information.

CONSULTATION	PRIVATE		MEDICARE REBATE
	FEE	COST TO YOU	
Standard <20mins	\$99.00	\$55.10	\$43.90
Long 20-40mins	\$158.00	\$73.10	\$84.90
Extended >40mins	\$208.00	\$82.90	\$125.10

Payment is expected and appreciated to be made at the time of consultation. If accounts are not settled on the day of consultation, please be aware that these may incur a fee.
Our fees may be subject to change.

If you are having difficulty paying for consultation fees and/or financial hardship, please do not hesitate to discuss with our Practice Manager for arrangements to be made.

Home Visits

Home or other visit appointments are made at the discretion of the General Practitioner for patients whose condition prevents them from attending the practice.

Contacting Your General Practitioner

If you need to speak to your doctor, you may contact us by telephone during opening hours. A message will be taken and passed onto your treating clinician. In the event of a more urgent issue, your message will be conveyed to an alternate clinician as soon as possible so that timely advice can be provided.

Test Results

Test results are usually available within 2-5 working days unless otherwise advised. Typically, results will not be provided without an appointment, we ask that you make an appointment to discuss your results in detail. Urgent and/or abnormal results will be brought to your attention by a Doctor or one of our team members.

Telehealth

Patients have the convenience to choose for their appointment to be completed via telephone. These appointments may still attract a fee with Medicare rebate. It is the stipulation of Medicare that patients have attended an in-practice within the past twelve (12) months to receive Medicare rebate.

Referrals, Prescriptions and Medical Certificates

For written referrals, repeat prescriptions and medical certificates/attendance certificates, an appointment is required with a General Practitioner. We are unable to write prescriptions out of session unless you have been seen in the last two (2) weeks and a request of script was forgotten at the time of appointment.

Services Available

Skin checks, vaccinations: childhood and travel, family planning, contraceptive advice, Mirena insertion, pap smears, pregnancy tests, ECG and heart health, lung function tests, counseling, minor surgery, suturing cuts, removal of skin lesions and cancers, wedge resections, liquid nitrogen freezing therapy, nutritional advice, industrial medical advice and consultation, sports medicine, health education, health assessments, GP management plans, care 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 our location: Mon – Fri 8.30am – 5.00pm, closed between 1-2pm.

Recalls & Reminder System

Our practice is committed to preventative care. We may include you in our reminder system for important follow-ups such as immunisations, health screening and preventative health checks. If you do not wish to receive these messages, please let us know.

After Hours Arrangements:

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

If you require *urgent medical advice* outside of normal opening hours, we have an after-hours service available with our on-call doctor.

If you require our on-call doctor, please call (03) 5281 1481 and you will be diverted through to our after-hours service.

Please be aware that use of the after-hours service may incur a fee.

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 / 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

Government funded childhood immunisations are available. Please ask your general practitioner about other non-funded immunisations which may be appropriate.

Consent for Family Access

For patients aged 18 years and over, we require written consent before the release of medical information to family members, parents, or another third-party.

Your Rights

We aim to provide high-quality medical services for you and your family. If, for unfortunate reasons, you do have a complaint, our Practice Manager is available to assist and can be contacted directly on (03) 5281 1481.

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. You can lodge complaint online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss.

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 and Confidentiality

Your medical record is private and confidential. Our practice is committed to protecting your personal health information and ensuring it is handled securely and respectfully at all times.

We take all reasonable steps to safeguard your information from misuse, loss, unauthorised access, modification or disclosure. Your medical information is only accessible to authorised staff involved in your care.

Bannockburn Surgery complies with relevant Australian privacy legislation, including:

- The Health Privacy Principles (HPPs) under the *Health Records Act 2001 (Vic)*
- The National Privacy Principles (NPPs) under the *Privacy Act 1988 (Cth)*

These laws govern how your health information is collected, stored, used and shared.

You have the right to access your medical records. If you require a copy or wish to review, please advise our reception team. A formal written request is required, a fee may apply in accordance with legislation.

Your health information may be used or shared:

- To provide you with appropriate medical care and treatment
- With other healthcare providers involved in your care (eg. specialists, pathology, allied health services)
- When required or authorised by law

We will not share your information for any other purpose without your permission.

BANNOCKBURN SURGERY



Practice Hours
(By Appointment)

Monday
8:30am – 5:30pm

Tuesday - Friday
8:30am – 5:30pm

Saturday
10:00am - 12:00pm
Urgent Walk-In Clinic
(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