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Dr Viet Tran
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Dr Julia Rollston

Dr Denise King
Dr Anna Masel
Dr Jonathan Ong
Dr Anna McWilliam

PRACTICE MANAGER: Amy Laki

Monday to Friday: **7am – 6pm** Saturday: **8am – as required** Sunday: **CLOSED**

After Hours Doctors: 13 SICK (137 425) **NATIONAL HOME DOCTOR SERVICE**
Emergency service line: 000

APPOINTMENTS AND ONLINE APPOINTMENTS:

- Appointments can be booked on the website at www.wellershillmed.com.au, over the phone or via HotDoc.
- Every effort will be made to accommodate your preferred time and GP. Emergencies will always be treated as a priority – please advise reception if you think your situation, is an emergency. You may be directed to speak with a nurse or to call 000 if it is considered necessary.
- Most appointments are booked as a **standard** consultation. You will require a **long consultation** if you have a more complicated or more than one issue. Failure to book appropriately may result in rebooking another appointment. **Every** patient requires a **separate appointment**. “Squeezing in” of extra patients and unbooked long appointments is one of the major reasons that doctors run late.
- Each day some appointment slots are allocated for those, especially children, who need acute treatment that day. There is a **“waiting list”** to cater to patients looking for last minute appointments. A number of adjustments and cancellations occur each day that open up extra appointments. Doctors and nursing staff triage this list and if it is an issue that they consider requires attention on that day you will be contacted by a member of staff.
- If you are booking a **procedure** such as an excision, please notify reception. This is a special booking and requires planning. Fees will be quoted to you by reception staff.
- Please advise reception immediately if you think you or your child has a contagious illness – eg chickenpox, influenza.
- If you are unable to keep an appointment, **PLEASE** advise well in advance so that the appointment can be offered to someone else. Your consideration and co-operation in this matter is very much appreciated. A nonattendance fee **WILL** be charged if at least one hour’s notice is given prior to the appointment.

HOTDOC

- HotDoc is an easier way for you to make, reschedule and cancel online appointments anytime, anywhere.
- Simply download the HotDoc app on your phone through the App Store or Google Play. Follow the prompts once downloaded and set up your account. If you prefer, you can use HotDoc via your internet browser, or accounts can be made directly through the website.
- Once an appointment is made, you will receive an email and SMS confirmation of the booking. 24 hours before your appointment a reminder will also be sent to you. By confirming your appointment, simply click on the link to confirm, cancel, or reschedule. Alternatively, you can reply



'YES' or 'NO' to this message.

TELEHEALTH/PHONE CONSULT

- **Telehealth** is a virtual consultation via video between patient and doctor. The videos are conducted using HotDoc. A telehealth can be booked via phone, through HotDoc or at the practice.
- For all virtual consultations it is a medicare requirement to have been at the practice within the last 12 months to be eligible for a medicare rebate. If you have not been seen face to face in the past 12 months you *can* still have a virtual consultation, there will be a private fee with no rebate.
- To streamline the payment process for a virtual consultation, you will receive a tax invoice via email within 24 hours requesting payment is made to the BSB and Account number at the bottom of the invoice. It is preferred for payment to be made that day.
- Once a telehealth is booked you will receive a link confirmation via SMS and email. A couple of minutes before your appointment, please click on the link and prepare yourself for the video call. The doctor will appear online for the consultation. Please understand doctors may run behind.
- Phone consultations are offered. However, phone consults are only standard appointments and can not be long. Once a phone consult is booked, please keep your phone handy and prepare yourself to be called by the doctor at the time of your appointment. *In some cases, the doctor may be running behind, please allow extra time for this.*

ACCOUNTS

Once you have a consultation with your doctor, you are expected to make payment immediately or within 24 hours. At the clinic payment methods, offered are, EFT, Cash, Cheque, or bank transfer.

TELEPHONES & EMAIL

The telephone lines are often very busy. Apologies for any delays in answering your calls, unfortunately this cannot always be helped due to the large volume of incoming calls, especially first thing in the morning. *Please note appointments can be booked online.*

RESULTS POLICY:

All patients should make an appointment to return for results one-two weeks from when they had tests done. If a result is more urgent either the Doctor or Nursing staff will contact, you sooner. Please be aware as a consultation is required to discuss results, a consult fee will be involved.

SCRIPTS AND REFERRALS:

Referrals for specialists, Xray and pathology and repeat scripts require an appointment, telehealth appointments are also available for this. **Remember it is illegal to backdate a referral.** Please take care of your paperwork and remember to take it to your appointment.



REMINDER SYSTEM:

This practice is committed to preventative care. With your permission you will be included on the reminder /recall system. You will receive an SMS or a letter to remind you of any health service you are due for e.g., Cervical screening test, blood test.

FEES AND BILLING ARRANGEMENTS:

As this is a private practice, fees are involved. All the doctors are individual practitioners, and they decide their fees. Some of the doctors may have different fees to others. However, all children up to the day they turn 13 are bulk billed, unless a procedure is required and majority of the doctors bulk bill pension card holders. Health Care Card holders and children up to the day they turn 18yrs are offered a concession rate – these rates apply Monday to Friday 9am – 5pm only. There is no ***Bulkbilling on Saturdays. Please refer to the current Fee Sheet. DVA Gold Cards are bulk billed.***

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 staff. A COPY OF THE PRIVACY POLICY IS AVAILABLE ON THE WEBSITE or from reception.

PATIENT FEEDBACK:

The practice strives to improve the quality and service to patients. Your input and any suggestion that you may have that could assist in enhancing the quality of these services is valuable. Patients are encouraged to complete the feedback form on the website. Alternatively, you can send an email, letter or speak to a friendly staff member.

NATIONAL HEARING SERVICE (FOR DEAF PATIENTS)	133677
TRANSLATION & INTERPRETER SERVICE	131450
HEALTH OMBUDSMAN	133646

IMPORTANT SAFETY REMINDER: If you are having chest pains, severe difficulty breathing or uncontrolled bleeding it is best practice to attend a hospital emergency centre as soon as possible – ***Call 000 for an ambulance.***

Your understanding and cooperation in following the procedures in this policy is appreciated.

Providing great service and care for the patients here at Wellers Hill Medical Centre is always the goal.

