

Patient Rights

We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Further information regarding your rights are located in our Patient Rights Policy, which is available at reception and also posted on our information board in the waiting room.

Providing Patient Feedback & Complaints

At Marong Medical Practice it is important to ensure that we continually improve the way we deliver our services. To do this well we ask that you feel free to provide feedback. We have a suggestion box on the table in the waiting room for your use. If you want to see your feedback in action, please ask reception to provide our public version of our continuous improvement plan. If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service-related complaints please contact the Victorian Health Services Commissioner.

Health Services Commissioner

Complaints and Information

Telephone: 1300 582 113

Fax No.: (61 3) 9032 3111

E-mail: hsc@health.vic.gov.au

or write to:

Health Services Commissioner

Level 26

570 Bourke Street

Melbourne, 3000

Victoria, Australia

Interpreter Services

Patients are encouraged to use the free Translating and Interpreting Service. This free service is available 24 hours a day via telephone on 131 450. Further information about this is available at:-

http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/translation_help.htm

Another free interpreting service is available for patients who are deaf and use Australian sign language (AUSLAN). Their contact details are: 1800 246 945 or website www.nabs.org.au

Our Practice also uses TIS (Translator & Interpreter Service)

Languages Spoken

Dr Hadi Rafi	English, Urdu & Punjabi
Dr Julekha Sheuli	English, Hindi & Bengali
Dr Thomas Faulkner	English
Dr Asif Ali	English, Hindi & Kannada
Dr Faisal Ahmed	English, Hindi, Bengali



MARONG MEDICAL PRACTICE

Inglewood

8 Hospital Street, Inglewood 3518

PH 03 5438 3308 Fax 03 5435 3513

Opening hours: Monday to Friday 9am to 5pm

Dorevitch Pathology hours: Monday, Wednesday & Friday 9am to 12.30pm

PATIENT INFORMATION SHEET

Our Mission Statement - Caring for your Health

Marong Medical Practice aims to improve access to reliable and professional health care for individuals, families and the community we service. We want to offer coordinated care, in a compassionate atmosphere, while encouraging patients to partner in their care, through education and lifestyle modifications.

The team at Marong Medical Practice

We have an experienced range of General Practitioners including a medical team of 2 nurses who provide a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care. Our General Practitioners include:

Dr Hadi Rafi - special interests include:

General Practice and emergencies.

Dr Julekha Sheuli – special interest include:

General Practice, Women's Health

Dr Thomas Faulkner – special interest include:

Age Care, Palliative Care, Men's health, Preventative Care

Dr Asif Ali - special interest include:

General Practice, Acupuncture, Pain Management & Trauma

Dr Faisal Ahmed – special interest include:

General Practice, Men's Health, Emergencies

Management of your Personal Health Information & Your Privacy

All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected and backed up daily. All information recorded at the practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy on your personal health information is available in our Health Information Board or ask our receptionist for a brochure.

Appointments

Appointments can be made by calling **03 5438 3308** between 9am – 4pm Monday to Friday. Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor. If you have a number of things to discuss or require more time with the doctor, please ask for a long appointment. Emergency and Urgent appointments are given priority and appointments are available if you are ill or injured on the day. Our nurses will speak with you about your needs and organise a suitable appointment.

Our practice has on the day (walk-in) appointments, but these appointments are limited per day please speak to our receptionist when you arrive at the practice.

If you or a family member requires an interpreter service, we can organise this for you. Please make us aware when booking your appointment. For further information please see Interpreter Service section below

Our doctors offer telehealth services for patients who have been seen face-to-face, in the clinic, in the last 12 months.

After hours care

In an **EMERGENCY call 000** Should you require medical care after hours please contact Inglewood District Health Services on 03 5431 7000 or attend their urgent care service

Home Visits & Fees

Home Visits are available for regular patients whom the Doctor has deemed their condition prevents them attending the surgery. There will be a \$50 out of pocket expense.

(The practice has decided that travel must be within a reasonable distance of the City of Greater Bendigo)

Reminder System

It is important for you to keep our records of your current address and details updated at all times, therefore the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via mail offering you an appointment in relation to preventative healthcare. If you do not want to receive a reminder letter, please notify reception staff so that we can take you off the reminder list.

Recalls

Our practice has a recall system in place and our doctors participate in National and State registered programmes eg: Pap smear and breast screen registers. If you would prefer to opt out of these registries, please advise your doctor.

Receiving Results

It is the policy of this practice to have all patients return for a consultation for their results; however, a nurse may give Pap smear results to patients over the phone. Only under special circumstances and if this is organised by the Doctor during your initial consultation can the doctor be contacted and give results.

Phone Calls (receiving and returning)

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor. If it is important and the Doctor is not available, the nurse will assist where possible. Our practice advises our patients to contact the practice by telephone, we do accept emails from patients. We have an auto reply on emailing advising patient to call the practice.

Fees and billing arrangements

Please ensure that you bring all your cards with you and advise us of any changes.

Common fees are listed below along with the Medicare rebate and what the out-of-pocket expense is. Our staff will offer to process your Medicare rebate at the time of payment so you will receive your rebate automatically into your nominated bank account immediately. You will need to register your nominated bank account with Medicare directly. Please ask our staff if you need any assistance with this or if you require further information.

Standard Fees Charges as listed below:

Items	Service Fee	Medicare Rebate	Gap
Short Consultation	\$41.00	\$18.85	\$22.15
Standard Consultation	\$75.00	\$41.20	\$30.80
Long Consultation	\$130.00	\$79.70	\$48.30
1 hour Consultation	\$170.00	\$117.40	\$52.60

Pensioners, healthcare cards, DVA & children under 16 years are bulk-billed

Treatment room fee – there will be an out of pocket expense of \$50.00 - \$100.00

Health Assessment, Mental Health Plan, GP Management Plan & Team Care Arrangement will be bulk billed.

We can claim the Medicare rebate for you. Your refund will be deposited into your bank account straight away via EFTPOS or the next day if payment is made by cash.