

Werribee Medical Centre
13 Synnot Street, Werribee Vic 3030
Ph: 9741 2033 - Fax: 9741 2754 - Website: www.werribeemedical.com.au

DOCTORS

The doctors at this clinic are recognised on the Vocational Register of General Practitioners. They are specialist family practitioners with over twenty-five years of experience each. They are committed to general practice and continuing medical training and education.

Dr Angelo La Spina	M.B.B.S (Melbourne)
Dr Dean Popa	M.B.B.S (Melbourne)
Dr Peter Dillane	M.B.B.S (Melbourne)

RECEPTIONISTS

Andrea, Daniela, Helen and Suzanne

MEDICAL CENTRE HOURS

Monday – Friday	9.00am – 6.00pm
Saturday, Sunday and Public Holidays	Closed unless otherwise notified.

DOREVITCH PATHOLOGY HOURS

Monday – Friday	9.00am – 12.00pm
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APPOINTMENTS (How to see your Doctor)

The clinic has an appointment system (which helps to minimise your waiting time). An appointment can be made by telephone or in person at the reception desk at the clinic. This is a family doctor practice and in the interests of continuity of care, it is preferable to see the same doctor if possible. If your usual doctor at the clinic is unavailable, you will be offered an appointment with one of our other doctors where available. Urgent problems are always seen as needed.

We request you to be on time for your appointment. We are conscious that your time is important and will attempt to avoid delays. If the doctor is running late it is usually for good reason e.g. attending to an emergency or giving another patient extra time because they need it. If you feel you need a longer consultation, please tell the receptionist when you make your appointment, so we can allow a longer appointment time. Please note that failure to cancel an appointment without sufficient notice (24 hours prior to consultation) may result in a missed appointment fee.

EMERGENCIES

Emergencies always take priority and will be seen quickly. Please call us ahead of your arrival at the clinic if possible, and/or notify the receptionist upon your arrival. Sick children are also viewed as a priority, so please inform our reception staff if you have a sick child to ensure they can be seen as soon as possible.

FEE POLICY

This is a mixed billing clinic. Bulk-billing is available for Pensioners, Veterans Affairs cardholders, Health Care cardholders and children under 16 years of age. We ask that you please let the receptionists know of any changes or updates to your card details. Privately billed patients will be required to pay at the time of consultation. Payment may be made by cash, credit/debit card and EFTPOS. An account keeping fee of \$5 is added for any accounts taken.

Our fees are displayed in our clinic. Below are the fees for a **STANDARD** consultation to see the practitioners. These fees are correct as at the 01/11/2018. Naturally, this is indicative only as there are many other fees for other services including longer and shorter consultations, procedures, tests etc. Medicare will refund a large percentage of medical fees.

GENERAL PRACTITIONERS

Standard Consultation - Item 23 (15 mins) \$66.00 Current Medicare Rebate is \$37.60.

WORKCOVER and T.A.C.

Existing patients are asked to provide a claim number to our reception staff if a claim has been accepted as we will bill these third parties directly. If there is no claim number or your claim is yet to be accepted, we ask that you pay for your consultation and claim a refund from Workcover or T.A.C until your claim is accepted.

AFTER HOURS SERVICE

Patients are advised to contact the clinic on 9741 2033. For calls made to this number after-hours, a recorded message will direct you to call the medical locum service: National Home Doctor Service on 13SICK (13 7425). A report is sent to the clinic within a few days.

HOME VISITS

If required, the doctors in this clinic are generally available for house calls and external visits for regular patients of the clinic. Requests for home visits are best made prior to 12.00pm on the day. Fees may be charged for the visit, so please discuss this with the receptionist at the time of making the request. If a doctor is unable to visit, we will arrange for a locum.

PHONE CALLS WITH THE DOCTOR

If you phone your doctor during consulting hours, a message will be taken by our reception staff if the doctor is with another patient. Urgent calls will be immediately put through to the doctor. Non-urgent calls will be attended to at the end of the doctor's shift.

REPEAT PRESCRIPTIONS AND CONTINUING REFERRALS

Prescriptions, certificates and referrals are legal documents and should only be supplied after examination of the patient. We ask that an appointment be made with one of our doctors for these requests. Under no circumstances will we backdate a certificate.

RECALLS AND REMINDERS

This clinic employs a recall and reminder system for many health items, such as vaccinations and PAP smears. Please let us know if you would prefer NOT to have a reminder sent. It is prudent to keep us updated with any change of address details.

TEST AND X-RAY RESULTS

In most cases it is expected that an appointment with the doctor will be made to discuss any test results. For test results that do not require an appointment, please call us between 1.00pm – 2.00pm. If the doctor has requested that a follow-up appointment be made, then this can be booked when you call the clinic.

HEALTH INFORMATION CONFIDENTIALITY

All patient consultations and medical records are kept strictly confidential. Access to private information collected is subject to State and Federal privacy legislation. All data is used strictly according to our privacy policy, which is available to the public upon request. It is the policy of this clinic to maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

PATIENT FEEDBACK

Help us to help you. We aim to give you the best possible care and attention. Your suggestions and comments are valued and appreciated. There are feedback forms available from reception and a feedback box located in the waiting area to place your form. This feedback can be completely anonymous.

If you have any concerns or are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please speak to your doctor or the receptionist. We will certainly try to attend to this matter to your satisfaction.

We believe that any problems or misunderstandings are best dealt with within the clinic, with proper communication. Further assistance with any unresolved grievances can be obtained by contacting the Office of the Victorian Health Services Commissioner on 1300 582 113.