



WERRIBEE MEDICAL CENTRE – PRACTICE INFORMATION

13 Synnot Street, Werribee VIC 3030

☎ 03 9741 2033 📠 03 9741 2754 ✉ admin@werribeemedical.com.au 🌐 www.werribeemedical.com.au

MEDICAL CENTRE HOURS

Monday – Friday 8.00am – 6.00pm

Saturday, Sunday, and Public Holidays - Closed unless otherwise notified.

OUR PRACTITIONERS

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

Dr Angelo La Spina MBBS (Melbourne) Dr Dean Popa MBBS (Melbourne) Dr Peter Dillane MBBS (Melbourne)

NURSES, RECEPTIONISTS and ADMIN TEAM

Nursing Team - Charu

Management Team – Jacqui and Pauline

Reception Team - Andrea, Daniela and Fiona

OUR SERVICES

Our team of healthcare professionals provide a comprehensive range of services that will ensure you and your family are afforded the best in healthcare and professional advice.

Some of our health services include the following, and we encourage you to give us a call to see where we can help you.

Quality family health care

Chronic Disease Management

Women's/ Men's Health

Immunisations & Vaccinations

Mental Health

Minor surgical procedures

Pathology, psychology and audiology services are also available onsite.

APPOINTMENTS (How to see your doctor)

The clinic operates on an appointment system (which helps to minimise your waiting time). An appointment can be made by telephone on 03 9741 2033, online through the website www.werribeemedical.com.au or the HOTDOC app.

Types of appointments include standard, longer, urgent and telehealth.

If you need more time with your doctor, please arrange an extended consultation when booking. At times, you may experience a waiting period due to doctors tending to urgent or complex medical issues. We apologise for any inconvenience.

PHONE (TELEHEALTH) CONSULTATIONS

We offer telephone consultations to eligible patients; however, not all medical services can be provided over the phone. The GP may request you to attend for a face-to-face appointment instead.

If a carer of a patient opts for a telehealth consultation on behalf of the patient, the patient is only eligible for rebate if they are present during consultation. Patients can call Reception on 9741 2033 for more information.

PATIENT IDENTIFICATION:

Patient identification is the process of accurately matching a patient with their health records and the correct treatments to ensure patient safety. When you present for an appointment, you will be asked to verify who you are by providing your Medicare card and clarifying some details such as your name, date of birth, address or telephone number. It is prudent to keep us updated with any change of personal or contact details. If you prefer not to verbally give this information, you may write it down or hand over your driver's licence.

FACE MASKS

Face masks are no longer mandated. If you are attending the clinic with any respiratory symptoms (cold and flu like), please wear a mask or ask at Reception.

EMERGENCIES

Emergencies always take priority and will be seen quickly. Please call the clinic before your arrival if possible, and notify the receptionist of chest pain, bleeding etc. Sick children will always be accommodated, so please mention if you have a sick child, their age, and the nature of the illness.

AFTER HOURS SERVICE

Patients are advised to contact the clinic on 03 9741 2033. For calls made to this number after-hours, a recorded message will direct you to attend the Werribee Mercy Hospital if an emergency or 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

Doctors can offer home visits for regular patients where they are too ill to attend the medical centre and where it is safe and reasonable to do so. All home visit requests will only be booked at the discretion of the doctor. Please ring before midday to arrange. If a doctor is unable to visit, we will pass on details of a locum service.

TEST RESULTS

Test results can only be provided by your doctor or nurse. Our reception staff are not qualified to discuss results with you. You will be contacted if your results are urgent or abnormal. You are welcome to call to check if your results are available and book an appointment to discuss them with your doctor.

Please note that patients also share responsibility for following up results. If you have not been contacted within a reasonable timeframe, we encourage you to contact the clinic to ensure your results are reviewed.

BILLING POLICY

Werribee Medical Centre is committed to improving the quality of our service and your health by bulk billing all Medicare card holders. There may be out-of-pocket costs for some medical treatments, procedures, consumables or vaccinations and for non-Medicare rebateable services such as driving medicals, employment and insurance forms. Your doctor will discuss these costs with you before treatment. Full payment for these services is required on the day of the consultation and can be made by cash, EFTPOS, or credit card.

WORKCOVER and TAC

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 your employer, Workcover or TAC.

RECALLS AND REMINDERS

This clinic employs a recall and reminder system for many health items including vaccinations, PAP smears and BP checks. You may be contacted via phone call, SMS, email or letter. This is an opt out system. If you do not wish to be a part of our recall and reminder system, please let us know. This surgery participates in State & National Registers.

COMMUNICATIONS – PHONE AND EMAIL

Our Practice may contact you via telephone calls, text messages and/or email to confirm or notify you of any changes to your scheduled appointment, recalls requiring urgent attention and health reminders.

The doctors are unable to take calls during consultations unless they are emergency calls. A message will be taken, and these calls will be attended to when the doctor is able.

We offer face-to-face and phone consultations only. We do not provide GP consultations via email.

Electronic communication is generally used only for correspondence of a non-sensitive nature. And while reasonable efforts are made to provide secure and encrypted email communication, users should be aware that there are inherent risks in the transmission of information across the Internet and as such may not be secure.

ETHNIC/ CULTURAL BACKGROUND DETAILS, INTERPRETER AND OTHER COMMUNICATION

Please advise us of your ethnic/cultural background when you arrive for your appointment. We are committed to ensuring patients with limited English proficiency or loss of hearing, are provided with interpreting or other communication services to assist them to communicate and understand information and recommendations which are provided by the doctor and/or clinical team members.

HEALTH INFORMATION CONFIDENTIALITY POLICY

All patient consultations and medical records are kept strictly confidential. Access to confidential information collected is subject to State and Federal privacy legislation. All data is used strictly according to our privacy policy, which is available upon request and on our website. It is the policy of this clinic to maintain security for 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 at the reception desk 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. Abusive and aggressive behaviour however against Doctors, nurses, reception staff and management will not be tolerated in any way. Further assistance with any unresolved grievances can be obtained by contacting the Health Complaints Commissioner on 1300 582 113.