

151 Sturt Street Southbank VIC 3006
Ph: 03 9645 7775 Fax: 03 9645 7770
www.southbankmedicalclinic.com.au



PRACTICE INFORMATION SHEET

Clinic Opening Hours:

Monday to Friday 8.30am - 6pm
Saturday 9.00am - 12pm
Sundays & Public Holidays CLOSED

GPs:

Dr Mansi Patel	<i>MBChB FRACGP</i>
Dr Peter Bennett	<i>MBBS FRACGP</i>
Dr Filip Vukasin	<i>MBBS FRACGP</i>
Dr Christine To	<i>MBBS FRACGP Dip Child Health</i>
Dr Paree Senguttuvan	<i>MBBS FRACGP</i>
Dr Kerryn Cohen	<i>MBBS, BBiomedSci (Honors), FRACGP</i>
Dr Melanny Ho	<i>MBBS, Dip Child Health, FRACGP</i>
Dr Lucy Mcphate	<i>B Physio (Hons), MD, SCHP</i>
Dr Dylan Dunn	<i>BBioMedSc, MBBS</i>

Billing Principles:

Southbank Medical Clinic is a privately billing practice. Consultations attract an out of pocket fee which is payable on the day of your visit. We offer medicare Easyclaim where by medicare rebates are claimed automatically and immediately refunded directly into your bank account through an EFTPOS terminal.

Fee Summary (as at July 2022):

Item Number	Type	Clinic Fee	Medicare Rebate	Patient Gap	Pension Card holder gap
23	Standard	84.75	39.75	45	25
36	Long	121.95	76.95	45	25
44	Prolonged	158.30	113.30	45	25

Procedures:

(Most procedures will attract a \$60-150 out of pocket cost. Please ask reception staff for further details. Eg. Iron infusion, IUD insertion, Implanon insertion)

Non-attendance Fee: Please notify reception with at least a 2 hours' notice if you are not able to attend your appointment. If you fail to attend your appointment or cancel without the 2 hours' notice without adequate explanation, a non-attendance fee of \$80.00 may be payable.

After Hours Care:

We have a partnership with the National Home Doctor Service for after hours care of our registered patients. This service is available outside of the normal clinic opening hours.

After 6pm Monday – Friday

After 12pm Saturday

Phone: **13 SICK (1425)**

Home visits:

We do provide house calls for patients of this practice when necessary on request. It is usually better if you are able to attend the surgery as this is better equipped for examination and treatment.

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Management of your 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 members of staff. A copy of our privacy policy is available on request from reception.

Translation services:

We offer two main translation services here at Southbank Medical Clinic.

TIS- Translating and Interpreter Services, for patients if English is not their first language; catering to over 200 different languages.

NABS- National Auslan Interpreter Services, for patients who have hearing, and/or speech impairment. If you would like further information please enquire about these at reception.

Communications & Telephone Policy:

Most problems are best dealt with in consultation with our doctors. A doctor is available during normal surgery hours for **emergency** phone advice. Our reception staff are experienced in deciding the appropriate response to any phone request.

Email communication is discouraged due to it not being a secure form of communication so any medical information is best discussed with your doctor.

Results:

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you via SMS or a phone call. To facilitate this, please make sure reception have your current phone number and address details when booking or on settling your account.

Recalls/Reminder System

Our practice uses an SMS system for results recalls, appointment reminders as well as for other types of health reminders, eg. Cervical cancer screening test, immunisations etc. Please advise the reception staff if you do not want to receive SMS.

Patient Feedback and Complaints:

SBMC regularly conducts a formal patient survey (the Practice Accreditation and Improvement Survey) where our patients are asked of their honest opinions on the services we provide. We have listened to your suggestions and as a result, we acknowledge that it can very inconvenient when doctors are running behind schedule and so we have commenced implementing a system where patients are notified via SMS (previously a phone call) of the likely length of delay. More information on survey results can be found at reception.

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 and suggestions. Your doctor or the receptionists on duty are available to discuss any problems you may have. You may prefer to write to us and this can be addressed to the Practice Principal. We take your concerns, suggestions and complaints seriously.

Should you wish to take any complaints further you can contact:

Health Care Complaints Commission at
Victorian Health Services Commissioner
Level 30, 570 Bourke Street Melbourne, VIC 3000
Tel: 03 8601 5222
Regional Free Call number: 1800 136 066

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