

# **Bluff Road Medical Practice**

## **Profile**



**BLUFF ROAD**  
**Medical**

**The team at the Bluff Road Medical aim to make all patients feel welcome whilst providing high quality professional medical care in a friendly environment**

## **Bluff Road Medical**

328 Bluff Road Sandringham Vic 3191

Phone: 9598 6244 Fax: 9521 0514

Website: [bluffroadmedical.com.au](http://bluffroadmedical.com.au)



### **Operating Hours**

Monday to Wednesday	:	8:00am to 8:30pm
Thursday	:	8:00am to 7pm
Friday	:	8:00am to 6pm
Saturday	:	9:00am to 5pm
Sunday	:	9:00am to 1pm

Weekends are shared by all our Doctors.

Sundays are for urgent medical conditions only, all consultations are by appointment, please ring our surgery on 9598 6244.

### **After Hours and Emergencies**

The Clinic provides 24 hour, 7 days a week after hours cover.

Home visits can be arranged if you are too unwell to attend the surgery.  
For information regarding the On-Call Doctor please telephone 9429 5677  
(Locum Service).

For emergencies telephone 000 or contact the nearest emergency department at Sandringham Hospital on 9076 1000 or 9076 1472.

## Practice Services

This practice provides comprehensive primary medical care for patients of all ages. From immunisation or the management of acute paediatric illnesses to the care of the aged. We aspire to provide quality, evidence based medical care. This practice aims to care for “the whole person” and we trust that the service provided clearly reflects that.

Our services include:

- Antenatal Care (Shared Care)
- Allergy Skin Prick Testing
- Asthma (Lung Function Testing/Spirometry)
- Cardiology
- Childhood Immunisations
- Dermatology
- Diabetes Management
- Dietician
- Family Medicine
- Family Planning
- GP Counselling
- Health Education
- Indigenous Health
- Influenza Vaccination
- Infertility
- Lactation Consultant
- Medical Centre onsite Nursing
- Men’s Health
- Minor Surgery
- Paediatrics
- Podiatry – Sandringham Foot Centre
- Post Natal Issues
- Preventative Medicine
- Psychology – Dr Ramsay Dixon, Dr Aneta Koyevski, Darren Eger.
- Public Health
- Skin Cancer checks/Mole scanning
- Sports Medicine
- Travel medicine and vaccinations
- Tropical Medicine
- >75 Health Assessments
- Women’s Health Including Contraception advice / IUD insertion / Implanon insertion

## Medical Centre Pathology Service

For your convenience Melbourne Pathology is across the car park from the main entrance of the Medical Centre at 2 Lawson Parade, Highett.

## **Appointments**

Appointments are required to ensure that you are able to see your preferred Doctor at a time that is convenient to you. Every effort is made to give you your preferred time and Doctor. Consultations are 15 minutes. Longer consultations are 30 minutes and are available if required. Phone 9598 6244 or book online via our website [bluffroadmedical.com.au](http://bluffroadmedical.com.au).

A standard 15 minute appointment is needed for normal consultations.

A long appointment (30 minutes) is to be booked for the following:

Smear tests/Female Health Check

Male Health Check

Initial Skin Cancer Check

Multiple health problems

Insurance Medicals

Surgical procedures

Travel advice

Or if you think you may require more than the standard 15 minute appointment.

A reminder SMS will be sent to your mobile phone advising of your appointment the night before your appointment.

## **Urgent Medical Problems**

The first available Doctor will always deal with urgent medical problems promptly.

In the case of medical emergencies you may phone the practice first and we can advise you on the best course of action.

## **Home, Nursing Home, Hospital Visits**

Nursing home visits or urgent home visits within normal opening hours are available if a patient is too ill to attend, and where it is safe, reasonable and possible for the doctor to do so.

The patient must be a regular long term patient of the practice and live nearby to the medical centre. All in- hours home visits will attract a private fee and be booked at the sole discretion of the doctor.

The Clinic provides 24 hours, 7 days a week after hours cover. For information regarding the ON-Call Doctor please telephone 9429 5677 (Locum Service)

For emergencies telephone 000 or contact the nearest emergency department at Sandringham and District Memorial Hospital on 9921 1000 or 9921 1472.

## **Management of your Personal Health Data**

All medical records are computerised and confidential. It is the policy of Bluff Road Medical to ensure that security of all personal health information is maintained at all times. Authority is only available to authorised members of staff. Your personal health information and your medical record may be collected, used and disclosed for the following reasons:

- For communicating relevant information with other treating Doctors, specialists or allied health professionals
- For follow up reminder / recall notices
- Accounting / Medicare / Health Insurance problems
- Quality Assurance Activities such as Accreditation
- For disease notification as required by law (e.g. infectious diseases)
- For use by all Doctors in this practice when consulting with you
- For legal related disclosure as required by a court of law (e.g. subpoena, court order, suspected child abuse)
- For research purposes (de-identified, meaning you are not able to be identified from the information given)

If you have any concerns or wish to restrict access of your personal health information please discuss these with your Doctor or receptionist. A copy of our Privacy and Information Collection Policy is available on our website or from reception. Please inform our receptionist if your personal information changes.

Legally if a child is 16 years of age or older, their details cannot be disclosed to a parent without the patient's consent, which should be recorded in the clinical notes.

## **Recalls and Reminders**

This practice uses a “Recall and Reminder” system to provide care to patients.

This will assist in ensuring that important health checks are not forgotten and are performed on time. You will be reminded when it is time to visit your Doctor for a check up or as a follow up to health risks that have previously been found. The reminder system will include check ups to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure, high cholesterol and forms of cancer and immunisation follow up.

In some cases, reminders can also be sent from other places e.g. The Government PAP Test Register.

Our Doctors follow the guidelines for preventative care as outlined in the Royal Australian College of General Practitioners’ Guidelines for Preventative Activities in General Practice.

Even when you agree to be included in the “Recall and Reminder” system, in the interest of good health care, it is advisable that you remember when you should be tested for certain conditions.

Please discuss with your Doctor any concerns you may have or advise your Doctor if you do not wish to participate in this “Recall and Reminder” system.

## **Ringling your Doctor**

If you need to discuss something with your doctor, please book an appointment to do so. In certain circumstances, you can leave a short message for your doctor via reception. If you are unsure whether you should book an appointment, please discuss this with our reception staff who can assist you.

## Consultation Fees

Consultations are charged depending on a number of factors including length, the complexities of the problem and the issues involved. The costs of the consultation can be discussed with the Doctor involved.

Payment at the time of consultation is preferred otherwise an additional \$15 is charged.

If you have any queries about our fees, please speak to your Doctor or our Practice Manager.

	<b>FEE</b>
Standard consultation <15 minutes	\$ 99
Long consultation <30 minutes	\$ 198
Standard Consultation – After 6PM & Saturday 8AM – 12PM	\$ 112
Standard Consultation – Sunday and Public Holidays	\$ 128
Home Visit	\$ 209
Standard Cancellation Fee – if notified within 2 hours of an appointment	\$ 99

(Note: an accounting fee of \$15 will be added to accounts not paid on the day.)  
(Correct at time of printing, please check with Reception staff)

## Facility fee

Please note that in order to provide adequate staff and equipment in our Treatment Room, **a facility fee will be charged for all procedures.** The charge will vary according to the complexity of the procedure and there is no Medicare rebate for this fee. **This fee is additional to any fees for medical dressings or medical supplies used.** For further details, please speak to your doctor or nurse.

## **Approximate out of pocket Expenses for Tests**

There are variable out of pocket costs for diagnostic tests and specialist visits. Guidelines for these expenses can be provided by your Doctor.

## **Test Results**

Patients are responsible for following up their results.

Legally if a child is 16 years of age or older, results cannot be disclosed to a parent without the patient's consent which should be recorded in the clinical notes.

You are encouraged to make a review appointment to discuss your results with your Doctor.

Results can be obtained from our Nurses on the results line 9599.8288 every day between the hours of 2pm – 3pm.

Results are available 3 days after having the test.

If agreed by your Doctor results may be advised by SMS.

## **Patient Consideration**

Bluff Road Medical is an accredited practice, meaning we have been recognised as providing the highest standard of quality care and service. We believe in ongoing quality assurance and welcome any suggestions or criticism to better improve our practice and services.

We are a patient centred General Practice. The partnership you form with your GP is critical to you having the best available health care. It is important therefore that you are confident to discuss any issues that may have an impact on our service. Patient feedback is an important aspect of the Practice operation and we take your suggestions and concerns seriously. You are welcome to write down any suggestions and place in our suggestion box located in each of the waiting rooms. If you do have a concern, please speak to our Practice Manager – Linda Blaich or your Doctor.

If you still have any problems with our health service or concerns about your privacy and if you want to follow an external avenue you may contact the Health



Complaints Commissioner, Ph. 1300 582 113, email [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au).

## **Smoking Policy**

In the interests of your health and that of fellow patients and our staff, smoking is prohibited on our premises. We can refer you to services to help you quit smoking.

## **Translating Service**

A translating service is available. If you require this service please advise our reception staff. We use TIS National (translating and interpreter service) which we are happy to book on your behalf. For our hearing impaired patients, we use NABS (National Auslan Booking Service) and once again our Reception staff are happy to book this on your behalf.

## **In Conclusion**

The Doctors and Staff welcome you to our practice and look forward to a long and healthy relationship with you. If you require any further information our friendly reception staff are willing to help in any way.



**Accredited  
General Practice**



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