

Bluff Road Medical Practice Profile



BLUFF ROAD
Medical

The team at Bluff Road Medical is dedicated to fostering a welcoming environment for all patients while delivering exceptional, professional medical care of the highest quality.

Bluff Road Medical

328 Bluff Road Sandringham Vic 3191

Phone: 9598 6244 Fax: 9521 0514

Website: bluffroadmedical.com.au



Operating Hours

| | | |
|--------------------|---|------------------|
| Monday | : | 8:00am to 8:00pm |
| Tuesday – Thursday | : | 8:00am to 6:30pm |
| Friday | : | 8:00am to 6pm |
| Saturday | : | 9:00am to 1pm |
| Sunday | : | 9:00am to 12pm |
| Public Holidays | : | Closed |

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 9921 1000.

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 reflects that.

Our services include:

- Antenatal Care (Shared Care)
- Cardiology
- Childhood Immunisations
- Continence Clinic
- 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
- Post Natal Issues
- Preventative Health
- Psychology
- Public Health
- Skin Cancer check/Mole scanning
- Speech Pathology
- Sports Medicine
- Travel Medicine and Vaccinations
- Tropical Medicine
- >75 Health Assessments
- Women’s Health Including Contraception advice / IUD insertion / Implanon insertion

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.

A standard 15-minute appointment is needed for normal consultations.

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

- Female HealthCheck /Cervical Screening Test (PAP)
- Male HealthCheck

- Initial SkinCancer Checks
- Multiple Health Issues
- Insurance Medicals
- Surgical Procedures
- Travel MedicineConsults

If you think you may require more than the standard 15-minute appointment.

Saturday Appointments

The practice operates on Saturdays from 9:00 am to 1:00 pm, strictly by appointment.

We highly recommend utilising our online booking system. Alternatively, please feel free to liaise with our receptionist on the day.

Sunday Appointments

The clinic operates on Sundays from 9:00 am to 12:00 pm.

Consultations are exclusively by appointment, hence we kindly request that you coordinate with our reception staff on the day of your visit.

Please note that Sundays are designated for addressing urgent medical conditions.

Urgent Medical Problems

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

In the case of medical emergencies, please call 000 if you have any chest pain or breathing difficulties or loss of consciousness.

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-hour, 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 the security of all personal health information is maintained at all times. Please inform our receptionists if your personal information changes e.g. change of address, phone numbers, court documentation to advise any child custody arrangements etc.

Authority is only available to authorised members of staff. Legally if a child is older than 16 years details cannot be disclosed to parent without patient's consent which should be recorded in the clinical notes. A copy of our Privacy and Information Collected Policy is available on our website or from reception.

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 checkups to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure or high cholesterol and forms of cancer and immunization follow-up

Even when you agree to be included in the Recall and Reminder system, you should remember when you should be tested for certain conditions and should always contact your doctor to get the results of a test that has been performed.

Please discuss with your doctor any concern you have or if you do not wish to participate in this Recall and Reminder system

SMS Reminders

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

Please advise reception staff if you do not wish to happen.

Your doctor may also contact you via SMS but will not do this without prior authorisation from you.

Ringling your Doctor

If you need to discuss something with your doctor, please book an appointment through Hot Doc or call us. In special circumstances, you may leave a short message for your doctor via reception. If you are unsure, please speak to our reception team to assist you.

Consultation Fees

Consultation fees are determined based on various factors, including the duration of the consultation, the complexity of the issue, and the nature of the concerns being addressed. The specific costs can be discussed with the attending doctor.

Payment is expected on the day of the consultation or a late payment fee of \$15 will apply.

If you have any queries regarding your invoice, please feel free to discuss this with your doctor or our Practice Manager, Jenny Lee.

| MONDAY - FRIDAY | FEE |
|---------------------------------|------------|
| Standard Consultation | \$111 |
| Long Consultation | \$ 222 |
| Initial Skin Check | \$222 |
| Review Skin Check | \$136 |
| Extended Consultation | \$333 |
| Standard Consultation After 6PM | \$125 |
| SATURDAY | |
| Standard Consultation | \$125 |
| Long Consultation | \$249 |
| SUNDAY | |
| Standard Consultation | \$140 |
| Long Consultation | \$275 |

Please note that fees may vary from doctor to doctor.

(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 levels of nursing and medical care 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 our Nurse.

Medicare Claiming

Bluff Road Medical is able to claim your rebate from Medicare for you. If you have any queries regarding this service, please ask our reception staff.

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 older than 16 years details cannot be disclosed to parents 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.

If agreed by your doctor, results may be advised by SMS.

Prescriptions & Referrals

The Doctors at Bluff Road Medical request that you make an appointment to review your medical condition. We actively discourage repeat prescriptions without an appointment to review your condition and need for medication.

When you require a script of ongoing medication and/or ongoing referral please request a short appointment with any doctor. Our interest in your well-being is our paramount concern.

Ante-Natal Care

Patients will now have a choice of being delivered to Sandringham and District Memorial Hospital by the Doctor on call for the day in what is known as a "shared care arrangement", or privately where they wish to choose their obstetrician.

"Shared care" means that the majority of your ante-natal care will be conducted at Bluff Road Medical by the obstetric Doctor of your choice.

After Birth Check

The mother's post-natal care and the care of the newborn baby can be handled by your family GP at Bluff Road Medical.

A six-week post-natal check-up needs to be booked in advance as a double appointment. It includes both mother and child and involves separate fee payable at the time of consultation.

Medical Centre Pathology Service

Melbourne Pathology service is available at 2 Lawson Parade (behind the Medical Centre) from Monday to Friday 8.30 am to 5 pm and Saturday 8 am to 12 noon.

Appointments are not necessary.

Skin Check

Skin check is available at Bluff Road Medical. This comprehensive service takes ½ hour.

Please make an appointment to see one of our many doctors that specialise in skin.

Travel Medicine & Vaccines Sandringham

Bluff Road Medical is associated with the Travel Medicine Alliance, Australia's premier national organization of independent travel med clinics.

A smart traveller invests in quality travel advice and travel insurance.

We offer a comprehensive range of vaccines, yellow fever vaccination, travel medicine kits and tailored travel advice.

We discuss risks with malaria, mosquito-borne viruses, rabies, altitude sickness, www.travelmedicine.com.au.

Childhood Immunisations

We have dedicated childhood vaccination sessions on Monday, Wednesday, and Friday mornings that are conducted by the doctors and nurses at Bluff Road.

Please make an appointment by calling our receptionist staff.

Flu Vaccinations

Flu and pneumonia vaccinations are available usually from April. For our patients who are over the age of 65 years, the vaccination is free.

For patients under the age of 65, the cost of the vaccine is approximately \$25 plus the cost of a brief consultation.

We have special vaccination sessions available for flu vaccinations. Please book online via our HotDoc App or contact our reception team for an appointment.

Health Assessments

For our patients who are over 75 years of age, a full health assessment can be provided. This may entail a home visit by one of our nurses and a follow-up appointment at the clinic with the patient's usual doctor.

These visits are funded by Medicare with no out of pocket expenses.

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 them in our suggestion box located in each of the waiting rooms. If you do have a concern, please speak to our Practice Manager – Jenny Lee 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.

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 translation service is available on request.

We use a Telephone Interpreter Service which can be booked on 131450.

If you require this service, please advise our reception staff prior to your appointment.

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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