

# Alma Village Medical Centre Practice Information Sheet

352 Orrong Road Caulfield North 3161 Phone: 03 9527 2985 Fax: 03 9527 4543

## Temporary opening hours:

Monday 8am – 6pm, Tuesday 9am – 6pm, Wednesday 8am – 6pm, Thursday 9am – 6pm, Friday: 8am – 6pm, Saturday: 9am-12:00pm, Sunday & public holidays: Closed

After hours locum service: National Home Doctors Service from 4pm onwards Phone 13 7425

## Fees:

Non-health care card holders or Concession Card holders \$90.00 per standard consultation and \$140 for a long consultation.

Children under 16yrs, Pensioners & HCC: bulk billing available on standard consultations.

Peak time appointments all day Saturday: \$99.00 per standard consultation.

Consumables including vaccinations and dressings incur an additional cost to all patients.

Missed or cancelled appointments with less than two hours' notice will incur a fee of \$20.

## Communications policy:

Non-urgent requests and general queries will be managed by medical reception staff under instruction by a doctor or nurse.

More complex medical queries will be managed by the practice nurse.

Patients requesting to speak with the doctor for non-urgent queries will be required to make an appointment in person or via telehealth with a doctor.

Patients should not request that a doctor call them back to discuss queries over the phone without an appointment.

Confidential patient information will not be conveyed via social media, email or text messages.

Communication with and from the practice can either be in person, via fax or post.

## Health information:

All confidential patient information is stored securely and can only be accessed by authorised practice staff.

Paper based confidential information is converted to an electronic form and disposed of via secure waste removal.

Patients can only request a copy of their medical records to be transferred to another medical practitioner. A transfer of records form must be completed by the patient or legal guardian.

A \$30 practice administration fee is required to be paid prior to the transfer of medical records.

Results:

Follow up of patient results requires an appointment with your doctor unless specified otherwise.

Receptionists will not give out patient results over the phone.

## Feedback:

A feedback suggestion box is located in the waiting room area near reception.

Patients can write a letter or discuss concerns in person with the practice manager.

Other complaints can be directed to the Victorian health complaints conciliation body via phone on 1300 582 113 or Website <https://hcc.vic.gov.au>