

Practice Information Sheet Bridge Mall



Level 1,40 Bridge Mall Ballarat 3350
P: (03) 5327 0420
F: (03) 5327 0440

Opening Hours

Monday to Friday 8.30am to 5:30pm
Saturdays, Sundays & Public Holidays Closed

Doctors

Dr Tony Bongiorno, Dr Robert Hinchey, Dr Kathryn Oliver, Dr Jill Ramsey, Dr Rod Hanton and Dr Hind Al-Taie.

Psychologist

Dr Lisa Ciechowski

Nurses

Denise, Tracey and Anita

Administration Staff

Olivia, Sharon, Jacinta and Jenni Lee

Long Consultations

We recommend that you schedule a longer appointment for women's health, musculoskeletal injuries or if you wish to discuss several issues with your GP.

Services Provided

General Medicine	Women's & Men's Health	Chronic Disease Management
Paediatrics	Family Planning & Shared Care	Travel Medicine
Preventative Health	Minor Procedures	Immunisations
Hayfever Testing		

Women's Health Clinics

UFS Medical holds dedicated women's health clinics with our qualified female Pap test providers; our nurses can also provide education on menopause, contraception, breast health and menstrual issues. Appointments are 30 minutes in length and cost a fee of \$30 (\$25 for UFS Members).

Fees and Billing Arrangements

UFS Medical is a privately billing practice. All patients are asked to settle their account in full on the day of their consultation. Patients may be bulk billed at the discretion of their GP.

Our standard fees are:

	UFS Members*	Non-Members
Standard Consultation	\$76.00	\$80.30
Long Consultation	\$140.00	\$147.60

* Please note UFS Members receive a 10% discount off the 'gap' of all general practice consultations.

If you would like any information regarding fees, please see our reception staff. If you are referred for investigative tests, please ask your doctor about costs that may arise.

Online Appointments

Online appointments can be made at www.ufsmedical.com.au

After-Hours Care (5.30pm to 8.30am) & Home Visits

Our patients are cared for by the National Home Doctor Service during the after-hours period. Please phone the **National Home Doctor Service** on **13 74 25**. In an emergency please phone **000**. GPs may also provide home visits if required, please speak with our reception staff for further information.

Results

Patients are requested to phone reception or schedule an appointment to receive their test results. Patients will be asked to confirm their name, address and date of birth for privacy reasons prior to being given test results over the phone. Results will only be released directly to a patient or to the legal guardian or medical power of attorney of a patient; results will not be released to family members.

Phone & Email Correspondence

To provide the highest quality and safety of care for our patients, our GPs prefer to see patients to discuss their health care. Phone and email messages will be passed on to our GPs where appropriate.

Recall & Reminder System

UFS Medical has a recall and reminder system in place for all patients requiring follow up appointments for immunisations, Pap tests, health assessments and care plans. Please advise your doctor if you do not wish to be included in this service.

SMS Service

UFS Medical offers a text message reminder service. A reminder text message will be sent to you the day prior to your appointment. Please see our reception staff if you wish to be included in this service.

Interpreter

Interpreter services can be arranged for consultations. Please let our reception staff know if you would like an interpreter scheduled for your next consultation.

Pharmacies

A UFS Pharmacy is located below the medical centre and is open Monday to Friday 9.00am to 5.30pm and Saturday 9.00am to 4.00pm. The Sturt Street UFS Pharmacy is located at 717 Sturt Street and open 24 hours, 7 days a week. It also operates a free nursing service from 6.00pm to 10.00pm every day.

Medical Students

UFS Medical proudly supports the next generation of general practitioners by hosting medical students from Deakin University and The University of Melbourne. Signage is placed in the waiting area when we have students in the medical centre. Please let reception know if you do not wish to participate in a medical student consultation.

Australian Clinical Labs Pathology Service

Australian Clinical Labs is available at UFS Medical. Australian Clinical Labs is open Monday to Friday 9.00am to 12.00pm and is located in the UFS Pharmacy on the ground level. For more information please phone **5331 7919**.

Management of Personal Health Information

It is policy of this Practice to maintain the security of personal health information at all times and to ensure that this information is only released with your expressed written consent. We have a more comprehensive Privacy Act policy that you are welcome to read upon request.

Feedback, Suggestions or Complaints

UFS Medical values continuous improvement and takes complaints and feedback seriously. If you are not satisfied with our service, please contact us. If you remain dissatisfied with our response, you may wish to contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: fill out a complaint form online at www.hcc.vic.gov.au or phone **1300 582 113** during business hours.

Accredited General Practice

UFS Medical is proudly an accredited general practice. What does this mean... that we strive to provide excellence in healthcare and meet the high standards for general practice set by the Royal Australian College of General Practitioners.



**Accredited
General Practice**