

Practice Information Sheet Sturt Street

Opening Hours

Monday to Friday 8:30am to 5:30pm
Saturdays, Sundays & Public Holidays Closed

Doctors

Dr Sangesh Chaudhary, Dr David Cruickshanks, Dr Paul Kurian & Dr Inoka Uduwevidane

Nurses

Debbie, Kris and Jenny

Administration Staff

Wendy, Sandy, Rebecca & Maree

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	Chronic Disease Management	Women's Health
Paediatrics	Family Planning	Travel Medicine (Inc. Yellow Fever)
Preventative Health	Minor Procedures	Immunisations
Men's Health	Corporate Medicals	Mental Health

Women's Health Clinics

UFS Medical holds dedicated women's health clinics with our qualified female Pap test providers at our Doveton Street, Bridge Mall and Sturt Street medical centres; our nurses can 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). Please see reception for further information or to book an appointment.

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 our practice fees, please see our reception staff and if you are referred for investigative tests or referred to a specialist, please ask your doctor about costs that may arise for referred services.

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 prior to receiving 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 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, care plans, pathology and general reviews. Please advise your doctor if you do not wish to be included in this service.

SMS Service

UFS Medical offers an appointment 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

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.

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**