

## Practice Information Sheet Sebastopol

### Opening hours

Monday to Friday: 8:30am to 5:30pm

Saturdays, Sundays & Public Holidays: Closed

### Doctors

Dr Hind Al-Taie

Dr Padma Bhaskar

Dr Tony Bongiorno

Dr Aruni de Silva

Dr Edward Graetz

Dr Rashid Hameed

Dr Noshine Irum

### Diabetes Nurse Practitioner/ Diabetes Educator

Elizabeth Kinnersly

### Services provided

Chronic disease management

Corporate medicals

Diabetes Education

Doppler

ECG

Family planning and shared care

General medicine

Hayfever testing

Immunisations

Mental health

Men's health

Minor procedures

Occupational Health

Paediatrics

Preventative health

Spirometry

Travel medicine

Women's health

### Online appointments

Appointments can be made online via [www.ufsmmedical.com.au/book](http://www.ufsmmedical.com.au/book)

### Long consultations

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

### Telehealth

Telehealth consultations are available in lieu of face-to-face consultations for follow up appointments only. Telehealth consultations can be booked online via [www.ufsmmedical.com.au/book](http://www.ufsmmedical.com.au/book) or via reception. Fees may apply.

### Home visits

Home visits may be available by appointment. Please phone reception for more information.

## After-hours care

Please phone your practice if you require our after-hours service and follow instructions for the on-call GP. The Ballarat Urgent Care Clinic is available for urgent care that's not an emergency, open from 10am to 10pm every day of the year (including all public holidays). Visit [www.ufsmedical.com.au/ucc](http://www.ufsmedical.com.au/ucc) for more information.

## Women's health clinics

UFS Medical holds dedicated women's health clinics with our qualified female Pap test providers at our Doveton Street and Sebastopol medical centres; our nurses can also provide education on menopause, contraception, breast health and menstrual issues. Appointments are 30 minutes in length with a fee of \$35 (\$30 for UFS members). Please see reception for further information or to book an appointment.

## Fees and billing arrangements

24 hours' notice is required for cancellation or rescheduling of all appointments. Late cancellation and non-attendance fees apply. 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.

### Our standard fees are:

|                             | UFS Members* | Non-Members |
|-----------------------------|--------------|-------------|
| Short GP Consultation       | \$47.85      | \$51.00     |
| Standard GP Consultation    | \$92.00      | \$97.46     |
| Long GP Consultation        | \$175.00     | \$185.23    |
| Prolonged Consultation      | \$245.00     | \$258.65    |
| Women's Health Consultation | \$30.00      | \$35.00     |

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

## Bulk Billing

We understand that the cost of living is impacting many in our community. At UFS Medical, we provide the highest quality care while ensuring it is accessible to as many people as possible. Bulk-billing is available to the following patients:

- Pensioners
- Healthcare Card Holders
- DVA Card Holders
- Children under the age of 16

## Diabetes

Liz Kinnersly is a credentialed Diabetes Educator/Nurse Practitioner. Liz can provide diabetes care to patients in two capacities:

### 1. Diabetes Educator

Patients on a Diabetes Care Plan are eligible for a Medicare rebate. Patients without a Diabetes Care Plan are required to pay the standard fee.

|                    | Standard Fee | Concession Fee |
|--------------------|--------------|----------------|
| Diabetes Education | \$90.00      | \$80.00        |

### 2. Diabetes Nurse Practitioner

Patients are required to have a referral from their GP to claim the Medicare rebate. All visits to see Liz as a Nurse Practitioner are eligible for a Medicare rebate.

|                      | Standard Fee |
|----------------------|--------------|
| Initial Consultation | \$90.00      |
| Review Consultation  | \$70.00      |

## 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.

## Recall and 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

A UFS Pharmacy is located below the medical centre and is open Monday to Friday 8am to 6pm and Saturday 9am to 2pm. The Sturt Street UFS Pharmacy located at 717 Sturt Street is open 7am to 11pm, 7 days a week.

## 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.

## Accessing personal health information or updating your personal information

Access UFS Medical's comprehensive privacy policy here: [www.ufsmedical.com.au/privacy](http://www.ufsmedical.com.au/privacy)

## Australian Clinical Labs Pathology Service

Australian Clinical Labs is available at UFS Medical Doveton Street. Australian Clinical Labs is open Monday to Friday 8am to 5pm (closed between 1pm and 2pm). For more information please phone 5333 5575.

## 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](http://www.hcc.vic.gov.au) or phone 1300 582 113 during business hours.

## Accredited General Practice

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

