

## Practice Information Lucas

### Opening hours

Monday to Friday: 8:30am to 5:30pm  
Saturdays, Sundays and public holidays: Closed

### Doctors

Dr Rashid Hameed  
Dr Noshine Irrum

Dr Divya Krishna  
Dr Viraj Rajaguru

### Remedial Therapist

Savanna Lavis

### Services provided

Audiometry  
Chronic disease management  
Doppler  
ECG  
Family planning and shared care  
General medicine  
Immunisations  
Medicals  
Mental health

Men's health  
Minor procedures  
Occupational health  
Paediatrics  
Preventative health  
Remedial therapy  
Spirometry  
Travel medicine (incl. yellow fever)

### Online bookings

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 9am to 11pm every day of the year (including all public holidays) at 1010 Sturt Street, Ballarat. Visit [www.ballaratucc.com.au](http://www.ballaratucc.com.au) for more information.

## 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.

## 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

### 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

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

## Remedial Therapy

Our remedial massage therapist based at Lucas UFS Medical uses a blend of remedial techniques to help patients manage and improve stiffness and soreness, including relaxation massage and hot stone massage and also specialises in pregnancy and sports massages.

Rebates will be available from most Private Health Funds to claim the cost of remedial treatments (including myotherapy). Our remedial therapists have provider numbers to enable you to claim.

	UFS member fee	Non member fee
45 minute massage	\$99	\$110
60 minute massage	\$117	\$130

## 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.

## Pharmacy

The Sturt Street UFS Pharmacy located at 717 Sturt Street is open from 7am to 11pm, every day of the year, including all public holidays.

## 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).

## 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



**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.