

## PATIENT INFORMATION

### PATIENT SERVICES

- Admission rights to Koo Wee Rup Hospital
- Asthma management
- Complete check-up
- Counselling
- Diabetes management
- Family Planning advice
- Full skin examinations - skin cancers, moles, warts & sunspots, solar damage
- General & Family Medical Practice
- GP Management Plans for chronic illnesses
- Health Assessments
- Implanon insertion & removal
- Insurance medicals
- Men's & Women's Health
- Minor surgery – stitching cuts, removing skin cancers
- Paediatric Care
- Palliative Care
- Pharmacotherapy & addiction medicine
- Postnatal care
- Pre-employment medicals
- Sexual health
- Smoking cessation advice
- Spirometry
- Travel medicine
- Vaccinations
- Veteran Affairs
- Weight loss supervision
- Well baby & child checks
- Workcover

### ALLIED HEALTH SERVICES ON SITE

- Dietitian
- Occupational Therapist
- Diabetes Specialist
- Podiatrist
- Mental Health Social worker

### 10 TIPS FOR SAFER HEALTH CARE

- Be actively involved in your own health care
- Speak up if you have any questions or concerns
- Learn more about your condition or treatments
- Keep a list of all the medications you are taking
- Understand the medicines you are taking
- See your doctor and get the results of any test or procedure
- Discuss your options if you need to go to hospital
- Make sure you understand what will happen if you need any test or procedure
- Make sure you, your doctor and your specialist all agree on exactly what will be done
- Before you leave hospital, ask your health professional to explain the treatment plan you will use at home

#### PRIVACY

*You can be assured that your information is treated as private & confidential. All patient records are treated within the guidelines of the National Privacy Principles available at [www.privacy.gov.au](http://www.privacy.gov.au)*

**PHONE: 5997 1819**

**215 - 235 Rossiter Road, Koo Wee Rup, Victoria 3981**

Located in grounds of Kooweerup Regional Health Services  
Ample free parking.

#### CONTACT US



**PHONE:** 5997 1819 **FAX:** 5997 1980

**EMAIL:** [reception@blackfishmedicalclinic.com.au](mailto:reception@blackfishmedicalclinic.com.au)

**MON - FRI:** 8.30am - 6.00pm

**SAT:** 9.00am - 4.00pm

**SUN:** 10.00am - 4.00pm

After hours doctor home visiting service:

**DOCTORDOCTOR 13 26 60**

see [www.doctordoctor.com.au](http://www.doctordoctor.com.au) for more information about this service

## PATIENT INFORMATION

### APPOINTMENTS

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Appointments are made at 15 minute intervals, with some spaces kept aside for **registered patients** with urgent issues. Let us know if you need longer time to talk through more complex issues or if you are booking a skin check. We do try to run on time; however we appreciate your consideration if an unexpected delay is experienced.

You can help by making a separate appointment for each family member if more than one is to be seen by the doctor.

To make an appointment, please phone or call in, and indicate whether the matter is urgent. Every effort is made to accommodate your preferred time and doctor where possible.

New patient appointments require a double booking so that the Doctor has enough time to verify important information about your health with you. New patients are requested to arrive 10 minutes prior to complete registration paperwork. Please also ensure you bring your Medicare & any Concession cards with you.

We understand that it is sometimes necessary to change your schedule. Out of consideration for others we kindly ask for you to give us as much notice as possible to allow others to access our services. If you do not arrive for your appointment we reserve the right to charge you a missed appointment fee.

You will be sent an SMS message the day before your appointment to remind you. Please respond YES or telephone us to re-arrange as soon as possible. Interpreter services can be arranged if we are notified prior to your appointment, or call 131 450.

### PRESCRIPTIONS

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In the interests of good medical care, you will need to see your doctor in person regarding ALL prescriptions, including regular medication repeats.

### FEES

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You will usually be bulk-billed for your visit, however all fees are at the discretion of the treating doctor on a case-by-case basis because not all services and treatments are covered by Medicare rebates. Your doctor will advise you of any charge prior to any cost being incurred. Reduced fees apply to Pensioners, Health Care Card & Commonwealth Seniors Card holders on presentation of your card prior to the consult.

Cash, cheque & EFTPOS facilities are available. Many medicals e.g. pre-employment, insurance & legal purposes, commercial driver licences, sports competitions etc. will not attract a Medicare rebate and will incur a private fee.

### REFERRALS

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Doctors in this practice are competent at handling all the common health problems. When necessary, they may need to refer you to specialists for further investigation. You can discuss this openly with your doctor. All requests for referrals require an appointment. If you have misplaced your referral, or the specialist requests us to fax a new referral, an administration fee of \$10 will apply. Referrals cannot be back dated.

### INFECTIOUS DISEASES

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If you believe you may have an infectious disease, please advise our reception staff, who will arrange to protect other patients in our waiting room.

### PATIENT TEST RESULTS

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Your doctor will advise when they expect the results to be available and when you should make your follow up appointment. Our doctors believe that if a test is worth doing, then it is worth the patient attending for the result even if the test is normal. This reduces any misinterpretation and allows further management of the patients problem.

## PATIENT INFORMATION

### X-RAYS & OTHER IMAGINE TESTS

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You will need to see your doctor for interpretation of your xray and ultrasound reports. For Medico-legal & privacy reasons we don't accept x-ray delivery to the practice. The radiographers reports are downloaded electronically into our computer system; however patients need to keep their films or discs for future comparison.

### HOME VISITS

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Home visits, for regular patients of this practice living in the immediate local area, may be available at the doctor's discretion if you are too sick to come to the surgery.

### TELEPHONING A DOCTOR DIRECT

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Problems are best dealt with in person during consultation, it is very difficult for a doctor to deal with medical matters over the telephone. Please leave a detailed message with reception if it is imperative you speak to your doctor.

### EMAIL

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Email communication for personal health opinions, or requests for scripts/referrals is not appropriate. You will need to see your doctor in person for these. Email may be used to update your contact details.

### AFTER HOURS

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For after hours services ring 13 26 60 or the local public hospitals.

### STAFF QUALIFICATIONS

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Our doctors, Dr Ferghal Armstrong and Dr Patrick Steele, have satisfied the APRA registration requirements. Staff will be able to discuss with you the special interests and further qualifications of our doctors.

We have a commitment to quality general practice and to continuing medical education.

We have a registered nurse. All of our receptionists have been trained in assisting people and will help you with any questions. They are also able to assist general

non medical inquiries about the Australian Health Care System. Jacqui Armstrong, the Practice Managing Director is available to help with any concerns.

### OUR FACILITIES

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Our modern rooms are purpose built and have all the equipment required to provide the best medical care for you. Toilets are located in the practice with a baby change table in an adjacent area. Breast feeding area can be provided on request.

Dorevitch Pathology is available adjacent to our rooms.

### FEEDBACK

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We strive to achieve the highest level of service, however if you are dissatisfied with any aspect of your care please feel free to discuss this with Jacqui Armstrong (Practice Managing Director) on 5997 1819 or email [jacqui@blackfishmedicalclinic.com.au](mailto:jacqui@blackfishmedicalclinic.com.au). If your concern is not resolved by speaking to Jacqui then please contact Health Complaints Commissioner on 1300 582 113

### RECALL & REMINDER SYSTEM

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Our practice is committed to preventative care. Your doctor will seek your permission to be included on our recall and reminder system. We may issue you with a reminder letter from time to time, offering you preventative health services appropriate to your care. If you do not wish to participate in this system, please let your doctor, nurse or receptionist know. If your doctor refers you for any tests you will need to make a follow-up appointment with your doctor to receive and discuss your results.

### PRIVACY IN OUR MEDICAL PRACTICE

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We value the doctor-patient relationship. Patient privacy is vital to such a relationship.

Our Privacy Policy is available on our website at [www.blackfishmedicalclinic.com.au](http://www.blackfishmedicalclinic.com.au) or at reception. It is reviewed at regular intervals. Patients who wish to look at their information held by this practice or who have other queries about privacy of information are welcome to discuss these matters with their treating doctors or the Practice Manager.