



Practice Hours

Monday to Friday 8.30am – 6.00pm
Saturday Morning 9.00am – 11.30am

After-hours (urgent problems only)

Attend the clinic – no appointment required.

Sunday and Public Holidays 10.00am

Duty Doctor attends and sees patients that present at that time.

After-hours advice/emergencies

Dial **5176 1933** for the contact details of the doctor on call.

Services

We provide a wide range of health care for men, women and children of all ages. We also provide support to nursing home and palliative care, as well home visits when appropriate.

Services include:

- Consultation and health advice.
- Counselling.
- Immunisations for children and adults.
- Travel advice – including immunisations and is affiliated with Travel Clinics Australia. The Clinic is registered for Yellow Fever Vaccinations.
- Women's Health Advice.
- PAP smear tests.
- Obstetric care - including attending the birth.
- Minor surgical procedures for skin lesions and lumps.
- Occupational health and pre-employment checks.
- Health screening is encouraged. This can include blood pressure, cholesterol, weight, diet, immunisation status, diabetes, bowel, breast, prostate and skin checks.
- Registered Nurses are available to assist with asthma care, immunisations, wound management, patient advice, emergency care, care plans and assessments
- Our practice participates in reminder systems.

Prescriptions

We encourage patients to visit their doctor for repeat prescriptions, so medical care can be reviewed at the same time. Appointments for prescriptions only are available at a reduced fee.

You may request a prescription without an appointment by filling in a request form at the clinic or online at www.breedstclinic.com.au. A fee will apply and must be paid prior to receiving the script.

Telephone Calls

You may leave a message with our receptionist requesting a doctor to return your telephone call. When doctors are consulting they are unable to take telephone calls, but they will return your call as soon as possible, which is usually in the evening after the days consultations are completed.

If you have an urgent call please speak to our nurse who will bring the matter to the attention of your doctor.

Non-urgent telephone calls are best between 10.00am and 4.00pm to avoid peak times and allow us to respond to you promptly.

Test Results

We recommend you book an appointment with your doctor for test results. Your doctor may recall you to discuss clinically significant test results.

Privacy and Your Medical Record

All the information you provide the clinic is strictly confidential and stored securely. However, when a referral is made to another health professional your medical information may be provided to that professional for treatment purposes. Our privacy policy is available on request and conforms to the latest privacy principles.

Patients are encouraged to provide details of their cultural background and details of an emergency contact. If you wish to access your medical information please discuss this with your doctor.

Appointments

Standard appointments last for between 10 and 15 minutes, but longer appointments are available upon request. If you have several issues or a complex problem that requires additional time you will be billed accordingly.

A booked appointment is our preferred method. If your issue is urgent, all cases will be triaged normally by our nurses.

The Medicare rebate is higher for longer consultations, resulting in only a marginal out-of-pocket difference.

Appointments can be made for doctors via our web page at www.breedstclinic.com.au or by mobile app.

Often, during an appointment, patients ask for advice about a medical issue on behalf of an accompanying family member. Please do not be offended if we advise you to arrange a separate appointment to discuss this. This allows time for each person to be properly assessed and avoids any delays to patients with appointments following yours. However, if the doctor is able to provide advice at the time an additional consultation fee will apply.

An appointment reminder message is sent via SMS to your mobile phone, or to the Best Health App if you have previously consented to being notified in either manner.

Longer or Special Appointments

For complex medical problems or assessments that you expect to take longer than 15 minutes we recommend you book a longer appointment. This includes employment examinations. Counselling is available from your GP and we suggest a longer appointment for this.

Cancelling Appointments

If you are unable to keep your appointment, please advise us so we are able to offer your time slot to another patient. Appointments can be cancelled by logging on to www.breedstclinic.com.au and following the prompts, or by telephoning the clinic or by cancelling via the Best Health App. *If you do not cancel an appointment a booking fee may apply.*

Arriving at the Clinic

Please arrive in time for your appointment and check-in with reception or via our self-check-in kiosks. We are happy for you to ring ahead to check on current waiting times.

Waiting Times

Waiting times can be a frustration for patients, but unfortunately delays occur if our doctors are required to provide emergency and obstetric care, which can be unpredictable. Sometimes we also need to assess and manage very serious problems which cannot be re-booked. *Your understanding is appreciated.* We attempt to run on time and keep you informed of any delays, but please enquire at reception if you have been waiting longer than 30 minutes.

Practice Fees

Our fees reflect the cost of providing and maintaining a medical service to the community. Bulk-billing often results in the Clinic receiving only about half of our usual fees,

which we cannot afford to do routinely. Additional costs to the consultation may occur if dressings, vaccines or other tests are provided at the time of your consultation.

We request that all patients pay on the day of their appointment. This can be done using cash, credit card or EFTPOS.

Persons with pension or health cards, and others with financial difficulty, can receive a discount from the usual fee. If you are experiencing financial hardship, please discuss this with your doctor.

The Medicare office in Seymour Street, Traralgon only offers electronic refund of the Medicare rebate part of your account. If your bank account details have been recorded with Medicare the practice is able to transmit your claim electronically, allowing Medicare to deposit the rebate into your nominated bank account.

Communication

Communications to the clinic is normally via phone, web page or Best Health App for appointments, Clinical information is not normally communicated to you via your personal email, due to privacy concerns.

The clinics email is reception@breedstclinic.com.au This can be used for general communication with the clinic, but is not secure for disclosure of personal health information.

Feedback

Providing health care is rewarding but it can also prove to be stressful, so we appreciate your compliments and encouragement. If you have any suggestions on how we can improve our services, or if you experience any problems, we would like to hear from you. We address all problems seriously and are very keen to assist in resolving any issues you may have. Ask to speak with our Practice Manager. The Health Complaints Commissioner (1300 582 113) or you can lodge a complaint via www.hcc.vic.gov.au.

Our Doctors

Dr P Brougham	Dr K Alagarwami	Dr S Mikhail
Dr S Chowdhury	Dr P Field	Dr R Fitzgerald
Dr N Ahmed	Dr A Kellow	Dr S Ennamaneni
Dr J Lees	Dr R Raihan	Intern

Practice Manager

Peter Wallis

Nurses

Quality Care

Breed Street Clinic is accredited with the *Standards of the Royal Australian College of General Practitioners*. This provides patients with the assurance that independent surveyors have certified that we meet the requirement of a quality practice. It covers such aspects as infection control, medical record management, staff training and service standards. We are regular participants in improvement activities.

In the interests of patient care a no smoking policy exists within the Clinic.

Most of our doctors are *Vocationally Registered General Practitioners*. They are specially trained for general practice and are accredited by regularly updating their knowledge and skills. Training for general practice takes a minimum of three years after completion of medical school and internship. We are pleased to be an accredited training practice for medical students, and GP registrars.

Breed Street Clinic is operated by
Deakin Medical Group Pty Ltd
ACN 004 420 740

