

Practice Information Sheet

8-22 Patrick Street

PO Box 491

Stawell VIC 3380

Ph: (03) 5358 7555 **Fax:** (03) 5358 1669

Email: enquiries@psfamprac.com.au **Website:** www.psfamprac.com.au

Practice Opening Hours:

Patrick Street Family Practice's phones are answered from 8:30am until close Monday- Friday.

Our doors are open: **Monday:** 8:00am – 6:00pm
Tuesday: 8:00am – 6:00pm
Wednesday: 8:00am – 6:00pm
Thursday: 8:00am – 9:00pm
Friday: 8:00am – 6:00pm

Our Team:

Doctors:

Dr Arthur Obi

MBBS, MRCOG (UK), MRCGP (UK), FRACGP

Dr Thayanithee Saravanamuthu

MBBS

Dr Deana Ashton

MBBS, FRACGP, FACRRM, DRANZOG

Visiting Specialists & Services

Dr Hemant Chaudhary Cardiologist

Dr Rodney Reddy Cardiologist

Dr Chris Hengel Cardiologist

Flying Doctors Telehealth Addiction, Cardiology, Endocrinology, Geriatrics, Paediatrics, Pain, Psychiatry, Respiratory & Wellbeing

Services Offered:

- Men's Health
- Women's Health (Cervical Screenings, Contraception, Breast Checks)
- Children's Health (including Childhood Immunisations)
- Family Planning
- Antenatal Care
- Chronic Disease Management
- Travel Health (including Yellow Fever Vaccinations)
- Minor Surgeries (Suturing, Ingrown Toenails, Sunspots, Removal of Moles, etc.)
- Health Assessments (45-49 Year Old Health Check, 75+ Health Check)
- Specialised Full Body Skin Checks & Dermoscopy (including Advanced Skin Cancer Procedures)
- Mental Health (including Mental Health Plans, Focused Psychotherapeutic Strategies, Progressive Muscle Relaxation, Guided Imagery[Hypnosis])
- Sexual Health
- Q Fever Testing and Immunisation
- Pre-Employment Medical Assessments

❖ **APPOINTMENTS**

All consultations are by appointment only. Appointments can be made by calling the practice on (03) 5358 7555. Please let reception know if you require a longer appointment. If more than one family member needs to see the doctor, please ensure an appointment is made for each person.

Please advise reception if you are unable to attend an appointment so the reserved time can be allocated to another patient.

Missed Appointment Policy Patients who fail to attend an appointment or provide sufficient notice to cancel their appointment may incur a fee of \$50. This fee is not claimable through Medicare and needs to be paid before any further appointments.

❖ **BILLING**

We are a private practice and payment is required on the day by cash, cheque or credit card. We can claim your rebate immediately from Medicare using Easyclaim onto your cheque or savings card. Bulk billing is available for children 16 years and under, patients aged 65 years and over, concession card holders, and Diabetics. Out of Pocket costs may be involved in any procedures or extra services, please enquire at reception for a full list of our fees.

❖ **CONTACT DETAILS**

It is important to let us know at each appointment if any of your contact details have changed.

❖ **REPEAT PRESCRIPTIONS**

Script requests are provided at the discretion of the doctor for a fee of \$15 (or \$10 for Concession Card Holders).

❖ **REFERRALS**

New referrals require the patient to be seen by the doctor. Referrals are current for 12 months, please check with your specialist if your referral is current as they **cannot be back-dated**.

❖ **COMMUNICATION**

To allow each patient the best consultation possible, our doctors prefer not to be interrupted by phone calls. Our practice staff are happy to take a message and pass this along to the doctor. Emails are only to be used for correspondence of a non-sensitive nature and are checked daily.

❖ **RESULTS**

If you wish to discuss any results, an appointment needs to be made with your doctor. If you have any results requiring immediate action, you will be contacted to make a follow-up appointment with your doctor.

❖ **INTERPRETER SERVICES**

Please notify reception prior to your appointment if you require any interpreter services.

❖ **PRIVACY**

Patrick Street Family Practice respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our Privacy Policy is available upon request.

❖ **AFTER HOURS**

For After Hours Care, contact the GP Helpline on 1800 022 222.

In case of an Emergency, dial 000 and ask for an ambulance.

❖ **COMMENTS/FEEDBACK**

We value all comments and feedback, and will take all suggestions seriously. We will take all feedback under advisement as part of our continuous quality improvements. For minor feedback/suggestions that we may be able to deal with immediately, please contact us in person at the practice or phone us on (03) 5358 7555. For matters requiring more consideration, please put your feedback in writing and place it in the Suggestions Box at Reception.