



## GP-TRAVEL-SKIN CLINIC

www.clinicare.com.au  
 practicemanager@clinicare.com.au

### OUR DOCTORS

#### NORTH FITZROY

Dr Matthew Long  
 Dr Ka (Kay) Tan  
 Dr Stephen O'Shea  
 Dr Stephen Whiteside  
 Dr Simon James

#### FITZROY

Dr Patrick O'Sullivan  
 Dr Malcolm Mackay  
 Dr Cemira Mairaj

### OUR TEAM

#### Principal / Medical Director:

Dr Patrick O'Sullivan

#### Practice Coordinator:

Yelena O'Sullivan

#### Assistant Practice coordinator:

Emily Pritchard

**Reception Staff** : Jessica, Lucy, Bianca, Rachel, Gabby, Eloise, Siobhan, Katie and Anna

### FEES

**Concessions** apply for Pensioners, Veterans Affairs and Health Care Cardholders.

**All accounts must be settled directly after the consultation. Immediate Medicare rebates are available.**

*Weekend, Public Holidays consultations and consultations after 5:00 PM during the week incur a policy of no bulk billing or concession fees. Private fees apply.*

Consultation length	Private	Outside of 9am-5pm Mon-Fri	Concession (9am-5pm Mon-Fri)	Medicare Rebate
Standard	\$75	\$85	\$60	\$37.05
Long	\$115	\$125	\$95	\$71.70
Extra-long	\$150	\$160	\$130	\$105.55

### PATIENT HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The full details of Clinicare's privacy policy may be obtained at any time from our reception desk.

### MESSAGES

We have a skilled team of medical receptionists who will be your link with everyone at the practices. They strive to efficiently make appointments, schedule pathology tests, organise correspondence and answer any queries you may have. Depending on the nature of your communication with the practice, requests and questions are answered according to urgency and generally via the same means of communication as your query ie. phone message, email, fax. We strive to contact you with a response the day your query is received by your doctor.

### SUGGESTIONS & COMPLAINTS

Please direct any complaints, concerns, or suggestions to the practice manager or to your consulting doctor. A suggestion box is also available at the reception.

Patient satisfaction affects health outcomes and our Practice acknowledges that patient complaints are an important source of customer feedback. Patients and others are entitled to register a complaint with the **Victorian Health Services Commissioner for health issues. Ph: 8601 5200**

### OPENING HOURS

#### Fitzroy

165 Smith Street  
 Fitzroy, 3065  
 Ph: (03) 9417 3377  
 Fax: (03) 9419 4400

**Mon-Fri: 8.00am - 6.00pm**  
**Sat : 9.00am - 1.00pm**  
**Sun & Public Holidays: Closed**

#### North Fitzroy

226 St Georges Road  
 North Fitzroy, 3068  
 Ph: (03) 9482 3344  
 Fax: (03) 9482 3844

**Mon-Fri: 8.00am - 5.30pm**  
**Sat : 8.30am - 1.00pm**  
**Sun & Public Holidays: Closed**

### OUR SERVICES

- Aged Health
- Allergy Tests
- Asthma
- Care Plans
- Child Vaccinations
- Counseling
- Diabetes
- ECG
- Family Planning
- Fertility
- Lung Function Test
- Men's Health
- Menopause
- Minor Surgery
- Naturopathy
- Prostate Screening
- Psychology
- Skin / Mole Checks
- Spirometry Testing
- TAC
- Travel Vaccinations
- Veteran's Affairs
- Women's Health
- Workcover
- Yellow Fever

### Counseling & Psychology at North Fitzroy

Treena Mossop (psychologist)

Tena Davies (clinical psychologist)

Sue Robertson (social worker/counselor)

### Counseling & Psychology at Fitzroy

Kath Skerys (clinical psychologist)

Sue Robertson (social worker/counselor)

### Medical herbalist / Naturopathy

Dr Diana Van Die

Diana offers medicinal herbs, Bach flower remedies, dietary and lifestyle advice and advice on nutritional supplements. She works on Saturdays at North Fitzroy.

\*Discount rates are available to all HealthCare card and pension cardholders. **Consultation fees are covered by Private Health Funds if appropriate cover is held.** Alternate days and later sessions are available by special arrangement with our practice staff.

## WHAT IS THE EASIEST WAY TO SEE A DOCTOR AT CLINICARE?

To book an appointment with the doctor of your choice, please **call us**, book through our **Clinicare App** or visit our **website**, [www.clinicare.com.au](http://www.clinicare.com.au). The standard consultation is 15 minutes, please indicate if you think you may require a longer appointment. This is often the case when our patients have more than one medical complaint, if they require a procedure during the appointment or if they require a referral to a psychologist under a Mental Health Care Plan.

Unavoidable delays in your appointment times can occur. Our doctors must attend to patients with an emergency medical complaint. **Urgent cases, sick children and the elderly are always seen as a matter of priority.** In these instances our reception staff strive to keep patients informed of the wait times and we ask for your patience in these circumstances.

Our practice operates both a reminder system for all appointments booked more than two days in advance, as well as a recall register. If you do not wish to receive sms reminders please inform our reception staff.

*If you are unable to attend your appointment, please kindly contact our reception staff. Appointments that are missed or cancelled at the last minute interfere with the availability of doctors, as well as place a significant cost on our practices. **Full cancellation fees apply.***

### VACCINATIONS

#### YELLOW FEVER:

We are an approved accredited Yellow Fever vaccination centre at both branches.

#### FOR CHILDREN:

We strongly encourage all children to complete their immunisations including HIB and Hepatitis B, all of which can be arranged through your doctor. You should bring your child's health record with you. We can update your child's immunisation record directly with the Australian Childhood Immunisation Register.

#### TETANUS:

Tetanus is a life threatening disease characterised by muscular rigidity and agonising contractions. It is fortunately fairly rare, mainly because of vaccinations. If you think you may not be fully immunised, or that your immunity has lapsed, make an appointment with your doctor.

#### HOLIDAY AND TRAVEL:

If you are traveling overseas, it is important to see a doctor to see which vaccinations you may need. Please contact the surgery in good time, as some vaccinations need to be administered a month or so before traveling.

**FOR FLU, RUBELLA, MEASLES, CHICKEN POX ETC.** Please consult your doctor first.

#### FLU & PNEUMONIA IMMUNISATIONS:

Are free if you are over 65, or are in an at risk group.

#### ALLERGY AND DISSENSITISATION:

Available at both clinics. Skin Prick testing is performed by Dr Patrick O'Sullivan at our Smith Street clinic.

### ON-SITE PATHOLOGY

We currently provide the standard range of pathology examinations on-site for your convenience. These tests are performed by qualified staff or by our doctors. Some tests incur fees.

**We operate a recall/reminder register for patients undergoing any Pathology or Radiology testing. We also operate a National Cervical Reminder Register. If you would prefer not to be included, please advise your doctor**

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CLINICARE WISHES YOU THE VERY BEST OF HEALTH

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### WHAT HAPPENS IF I NEED TO SEE A DOCTOR OUTSIDE OF CLINICARE'S OPENING HOURS OR REQUIRE A HOME VISIT?

The doctors and staff at Clinicare strive to provide their patients with convenient appointment times by maintaining extended opening hours. Home, urgent and after-hours visits are also available for eligible patients, call our practice on the numbers at the front of this booklet. Beyond opening hours, we provide an after hours medical service, for eligible patients, for concerns you believe are urgent or for qualified advice, please phone **0429 104 610** at any time.

### WHAT IS THE BEST WAY FOR ME TO GET MY TEST RESULTS?

All test results are received and reviewed by your doctor. Please telephone the receptionist between 12 noon and 2pm to ascertain if your results are available. For all radiology and pathology results, our doctors advise that you attend a follow up appointment with your doctor.

### WHAT IS THE BEST WAY FOR ME TO JUST GET A REPEAT PRESCRIPTION FROM MY DOCTOR?

The doctors at Clinicare feel it is important for your condition to be reviewed regularly if you are prescribed medication. We have therefore implemented a policy which requires you to be reviewed if a repeat prescription is required.

### DO I NEED TO SEE A DOCTOR IF I REQUIRE A MEDICAL CERTIFICATE?

Yes, it is illegal for our doctors to forward a medical certificate without providing a medical consultation first.

### INTERPRETING SERVICES

We provide a health service for a diverse multicultural population and encourage self identification of cultural background. Patients who do not speak English or who are more proficient in another language, have the choice of utilising the Translating and Interpreting Service (TIS) National on 131 450 (24 hours a day) or a translator who may be a family member or a friend. The Australian Government also funds an AUSLAN interpreting service, the National AUSLAN Interpreter Booking & Payment Service (NABS), call 1800 246 945 or go to [www.nabs.org.au](http://www.nabs.org.au)