



Total Care Medical

194-196 Karingal Drive, Frankston, Vic 3199
Tel: 03 9789 1666 Fax: 03 9789 3122
www.totalcaremedicalgroup.com.au



Clinic Hours—AS FROM 3/7/17

MONDAY TO FRIDAY

7AM - 9PM

SATURDAY, SUNDAY

7AM - 9PM

PUBLIC HOLIDAYS

7AM - 9PM

Our Staff

Doctors

Dr John Chung

Dr Zdenek Dubrava

Dr Sze Yee NG (Sidney)

Dr Hedayat Pourhadi (Nima)

Dr Narges Tayebnema (Nadine)

Specialists

General Physician

Dr. Michael O'Ryan

Practice Administrator

Lucina

Receptionist

Claire

Joshua

Kim

Lesley

Nurse

Jodi

Allied Health

-Audiometrist

Joanne Ross- Jackson

-Dietitian - TBA

-Hypnotherapist

Darlene O'Brien

-Chiropractor

Shady Botros

-Physiotherapist TBA

-Podiatrist

Dr Sue Shrubsole

-Psychologist

Dr Paul Grech

Appointments

Total Care Medical Group offers appointments and accepts all walk in patients. Please call TCMG on 9789-1666 to book an appointment with our receptionist. We will endeavour to provide an appointment to suit your needs. New patients require a longer consultation with our GP's so please do not forget to tell our receptionist if you have not been to the clinic before. If you wish to have a longer appointment with your GP to discuss your results, have a pap smear or for any other reason please advise our receptionist and she will book you accordingly.

Urgent appointments are always accommodated and we allocate a number of urgent appointments throughout the day to meet your needs, please tell the receptionist if you need to see a GP urgently.

We are a registered Close the Gap registered General Practice, if you are a patient of Aboriginal or Torres Strait Islander origin please let us know if you wish to be registered for this program.

After Hours

If your matter is urgent please call 000 for immediate assistance.

Total Care Medical Group provides 24 hour care for our patients. Our After Hours Home Doctor service is available after 6pm to before 8am daily and can be contacted on 132660.

Home Visits

Home visits are available and at the discretion of our Doctors. Patients must be a regular patient, having attended Total Care in the past 6 months and live in a 5km radius of the practice. Any patients that have disabilities can call the clinic and a doctor will come to the home. To arrange for a Home Visit during office hours please call our receptionist on 9789-1666.

Telephone Access

Doctor's in our practice can be contacted during normal opening hours. If the doctor is with a patient and your matter is not urgent, a message will be taken by our receptionist and forwarded on to the doctor. In an emergency your call will always be put straight through to the doctor.

Fees

Total Care is a mixed billing practice. Fee schedules are available at reception. Children under 16 and concession card holders; and DVA card holders, may be bulk billed for some services at the discretion of the doctor. Fees may be paid by cash, EFTPOS, cheque or credit card.

All dressings and some procedures in our practice do incur an additional charge – please see reception for these details.

Form completion

A consultation is required for completion of forms including: Travel Subsidy, Taxi Subsidy, Disability Parking, Private Insurance, Centrelink and Hearing. Please inform receptionist when making appointment. Medicare rebates may not apply and these consultations will have to be paid on the day.

Results - Pathology & Radiology

It is the policy of our practice not to give results out over the phone. Please call our practice to book an appointment with your GP to discuss your test results. Our practice is bound by the Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles 2014. We do not release results to third party person on behalf of a patient without the patient's written consent. If your GP recognises an urgency in your results he/she will call you and ask you to arrange an appointment.

For more information please view:

<http://www.oaic.gov.au/privacy/privacy-act/the-privacyact>

<http://www.oaic.gov.au/privacy/privacy-resources/privacy-guides/app-quick-reference-too>

Recall and Reminders

This practice uses a recall and reminder system. We are committed to providing preventative health care. Your

doctor will seek your permission to be part of our recall and reminder system. From time to time we may issue you with a recall or reminder letter offering you preventative health care services appropriate to your care. If you do not wish to be part of this system could you please let your doctor or the reception staff know.

Patient Identification

In accordance with 4th Edition of General Practice Standards, staff at the Total Care Medical Group must give the right patient the right treatment and advice. It is a requirement that all of our staff ask the following 3 key patient identifiers – your Full Name, D.O.B, and Address to ensure you are the correct patient.

Emergency Contacts

It is a requirement of the 4th Edition of General Practice Standards that Total Care Medical Group has emergency contact person noted in your medical record. Please ensure you include this information when completing our patient registration form.

Privacy

As part of our duty of care at Total Care Medical Group, doctors and practice staff treat all your medical and personal details as confidential in accordance with State and Commonwealth Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles 2014.

Personal and medical information about you may be transferred to a specialist practitioner for further opinion if you agree to a referral.

We do not accept emails from patients relating to their health.

Patients must attend the surgery.

Disclosure of any information about you, personal or medical, will only occur with your written and signed consent.

A copy of our privacy policy is available at the front desk.

Smoking Policy

Total Care Medical Centre is a non-smoking clinic.

Feedback and Complaints

Your concern is important to us and we value your feedback. If you would like to compliment our service or make a complaint, we would like to hear. Our Practice Administrator is Lucina and she is available on 97891666 to discuss your concerns at any time. You may prefer to write to us or use the suggestion box situated in the waiting room. We are always striving for improvement and committed to patient care, therefore we take your concerns, suggestions and complaints seriously. If you feel that we have not addressed your concerns to your satisfaction, you can take this to:

Health Services Commissioner Complaints and Information

30th Floor 570 Bourke Street
Melbourne Victoria 3000
Telephone: (03) 8601 5200
Toll Free: 1800 136 066
Fax No.: (03) 8601 5219
E-mail: hsc@health.vic.gov.au

Hearing Impaired
National relay service
1800 555 6660