

**BELMORE ROAD MEDICAL CENTRE**  
**364 BELMORE ROAD, BALWYN 3103**

Tel: 9857 7016

**“An Accredited Family Practice”**

[www.belmoreroadmedicalcentre.com.au](http://www.belmoreroadmedicalcentre.com.au)

**PATIENT INFORMATION**

Our website [www.belmoreroadmedicalcentre.com.au](http://www.belmoreroadmedicalcentre.com.au) carries regular updates on its opening page.

Our updates include all policy and procedures for on-site appointments to maintain the safest possible environment while still delivering comprehensive care.

**ABOUT BELMORE ROAD MEDICAL CENTRE**

Our practice was opened in 1983 by Dr Lorraine Baker and her husband Dr Simon Corrigan. It has grown to be a busy team of doctors who enjoy providing care to individuals and families within and beyond our local community, supported by valued nursing and administrative staff.

We were the first practice in the area to achieve “full accreditation”, recognition that this practice meets or exceeds every standard determined by the Royal College of General Practitioners as desirable for a quality general practice. The accreditation process reflects everything from the facilities offered, staff training and communication within the practice. We believe our success is due to our commitment to offering the best care available in a true family general practice.

**OPENING HOURS - CONSULTING BY APPOINTMENT - PHONE 9857 7016 (24 HOURS)**

|                          |  |
|--------------------------|--|
| MONDAY - FRIDAY          | 8:30am – 6:00pm                                |
| SATURDAY                 | 9:00am – midday (Doctors on a rotating roster) |
| SUNDAY & PUBLIC HOLIDAYS | See <i>After Hours</i> (details below)         |

***Individual doctor's weekday consulting hours***

***Medical Staff***

Dr Simon Corrigan  
MBBS. (Hons)

***Consulting Sessions***

Monday, Tuesday, Wednesday & Friday (am and pm)

Dr Lorraine Baker  
MBBS. Dip RANZCOG.  
Grad Dip. Wom. Health

Call practice – availability varies

Dr Barbara Uhlenbruch  
MBBS. (Hons) Dip RANZCOG.  
FRACGP

Tuesday, Thursday & Friday (am-early pm)

Dr Vivien Lim  
MB., ChB, FRACGP

Monday, Tuesday, and Thursday (am-early pm)

Dr Jennifer Neil  
MBBS. (Hons. Melb.), FRACGP  
Grad Cert. (Clin. Teaching)

Tuesday (am)  
Thursday (am)  
other sessions when available

Dr Nibo Wu  
MBBS., FRACGP., B.Med.Sc.,  
DIP. Surgical Anatomy

Monday (pm)  
Tuesday (pm)  
Wednesday (pm)  
Friday (pm)

Dr Angela Gavralas  
MBBS. FRACGP.

Tuesday (am &pm)  
Thursday, Friday (am)

Dr Kim Nguyen  
MBBS, DRANZCOG, FRACGP

Monday, Wednesday, Friday (am &pm)  
Tuesday, Thursday (pm)

Dr Roya Dabestani  
MBChB, BSc (Hons), MRCGP, FRACGP

Monday & Thursday (pm)

### **Nursing staff**

Andrea Packard                      Senior Practice Nurse-Registered nurse  
Bronwyn Cornish                    Practice Nurse – Endorsed Enrolled Nurse  
Chathu Maheshika.                   Practice Nurse – Registered Nurse (commencing November 2022)  
Fiona Madden                        Practice Nurse/receptionist - relieving

### **Office Staff**

Nola Franklin                         Practice Manager (enrolled Nurse)  
Samantha                                Senior receptionist  
Lily                                        Receptionist  
Alanah                                    Receptionist  
Eva                                         Receptionist

### **FEE SCHEDULE.**

**Please refer to FEES on our website**

### **APPOINTMENTS**

**Book online with HotDoc or through reception**

The doctors consult by appointments allocated at 15 minutes each. If you have a complex problem or several minor problems, we would appreciate you asking for a longer appointment.

If you cannot see an available appointment at a preferred time online – please contact the practice.

### **All urgent cases will be accommodated**

Because of unforeseen emergencies or complex consultations, a doctor may be running late. When this happens the reception staff will advise you on arrival and if inconvenient a new appointment can be scheduled.

### **RESULTS**

We use a recall system for patients with abnormal results. Our doctors check their results may contact you direct or notify nurses to contact you for a follow up appointment if the doctor has any concerns to discuss with you.

Reception staff without nursing qualifications cannot give results. Staff will book a call-back from a practice nurse or doctor OR you can book a Call Back appointment through HotDocs.

A follow-up appointment may be recommended.

### **REMINDER SYSTEM:**

Our practice is committed to preventative care and uses recalls and reminders to ensure best possible care. Please notify us if you prefer to opt out of our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care.

### **HOME VISITS**

Some doctors are available for home visits for **regular patients of this practice whose condition prevents them from attending the surgery**. Home visits are usually conducted up to a 3 kilometres distance from the surgery - at the doctor's discretion by prior arrangement.

### **AFTER HOURS SERVICE**

All after hours calls will be automatically directed to the Home Doctor Service. The contact number for the locum service is **8416 9620**

### **WAITING ROOM AND PATIENT AMENITIES**

The practice building was converted from a residence/consulting room built by a doctor who first established a practice in the area in the early 1950's. We have commenced renovations, but progress is slow due to pandemic impacts on supply chains and the construction industry.

Please see our website for pandemic-specific advice regarding our waiting room.

Please note we are required for accreditation purposes to ensure that there is background noise in the form of televisual broadcasts or recorded music to assist in masking of background conversations at reception and ensure a greater degree of privacy. We are aware that some broadcasts are irritating, and you are welcome to ask for a change of channel.

### **OTHER SERVICES (see our website for more details under the heading Services)**

Childhood and adult immunisations against all common infectious diseases are available. Stocks of vaccines including Hepatitis A & B are kept on the premises. If you have not had a tetanus booster within the last ten years, please inform the doctor.

**Yellow fever vaccination bookings** – please contact reception and ask to speak with the nurse

**Flu vaccination** - due to the risks of co-infection with Covid-19 we recommend all patients consider a flu vaccination during 2022.

### **Covid-19 vaccinations and prevention –**

Moderna Bivalent vaccine and Novavax vaccines are available for adult **booster** doses (3<sup>rd</sup>, 4<sup>th</sup>, and eligible 5<sup>th</sup> doses.

Novavax vaccine is available for primary adult vaccinations (Dose 1 and 2)

PFIZER Vaccinations for children 5-11 years of age are available through the practice.

It is evident that booster doses are effective in preventing serious illness and death from infection with new variants. **We strongly recommend you have booster doses whenever eligible.**

Skin checks, Family Planning, Iron Infusions, Travel vaccinations, Counselling, Women's, and Children's health

*Cervical screening (CST)* is recommended every 5 years for sexually active women aged twenty-five to seventy-four-years old. Free screening *mammograms* for women fifty years and over can be

arranged with local Breast Screen services.

This practice offers annual health assessments to those aged 75 years and over, health assessments eligible patients aged 45-49 years old. These assessments do not attract out of pocket costs. A separate information sheet will be offered to eligible patients.

This practice abides by the A.M.A. code of ethics. Confidentiality of records and other patient details is assured, and we ask you to respect that without prior consent we cannot release results to anyone other than the patient concerned.

*Not least important is your satisfaction with our service. The doctors determine both medical and administrative policies and are concerned if any aspect of care or practice management causes disappointment. In the first instance please direct any concerns in writing to Dr Lorraine Baker. External avenues for complaint include the office of the Health Services Commissioner 9655 5200*

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**WE TRUST YOU WILL HAVE A LONG AND HAPPY ASSOCIATION WITH US**

## **BILLING POLICY**

**This practice is not a bulk billing practice.** Our maximum fees for typical consultations are set out below

|                          | <b>Standard Fee</b> | <b>Medicare Rebate</b> |
|--------------------------|---------------------|------------------------|
| Consultation             | \$95.00             | \$39.10                |
| Consultation (20 mins +) | \$180.00            | \$75.75                |
| Consultation (40 mins +) | \$260.00            | \$111.50               |

**Practice fees** apply to non-government funded vaccines, dressings and cryotherapy and specific items for procedures.

**Procedure fees** apply to iron infusions, skin biopsies, IUCD and Implanon insertion and removal and other procedures. Separate information is available for each on a case-by-case basis

### **HIC ONLINE**

This practice has a direct on-line connection to the Health Insurance Commission which includes the Medicare claims process. We offer direct claiming to those patients who settle their accounts **in full at the time of service.**

If the account is paid in full, our staff will direct the information on-line to Medicare and a refund for the Medicare rebate will be deposited into your bank account provided you have registered your bank details with Medicare.

### **DISCOUNTED FEES**

Where two or more members of the same family are seen at the **same appointment time**, one patient will be charged the usual fee and the others may be billed at the rate of the Medicare rebate at the doctor's discretion.

If you have lost prescriptions and/or overlooked referrals only, **bulk billing** may be offered.

Appointments for childhood immunisations and other immunisations conducted by one of our nurses will be bulk billed (or charged at the rate of the Medicare rebate) where the reason for the consultation is for the immunisation only.

We have introduced this "no direct cost to you" service to further enhance the public health initiative for increasing immunisation rates. We have found that our own data collection for the Childhood Immunisation Register is more reliable than other agencies and would encourage you to use our service if it is more convenient.

- ***Veterans Affairs Pensioners*** will be bulk billed at all times.

Payment at the time of consultation can be made by cash, cheque, EFTPOS, Visa or Mastercard

### **BILLING POLICY – COMPLEX DOCUMENTS**

In recent years more and more agencies and authorities are requesting input on behalf of patients to support claims. Longstanding examples are taxi concessions and disability parking applications but now applications for special consideration for secondary and tertiary education, or to support additional services in educational settings are also requested and for compliance are more complex than in the past.

Given these documents and their completion are integral to supporting patient care and often cannot be completed in a single consultation due to complexity, we ask patients to make appointments (a long appointment is preferred) to ensure satisfactory completion. Sometimes this will not be covered by the Medicare system. The doctor's time will be charged based on our usual fees (\$380.00 per hour) should the request fall outside Medicare regulations for the Medicare Rebate item numbers.