

BELMORE ROAD MEDICAL CENTRE

364 BELMORE ROAD, BALWYN 3103

Tel: 9857 7016

“An Accredited Family Practice”

www.belmoreroadmedicalcentre.com.au

PATIENT INFORMATION

ABOUT BELMORE ROAD MEDICAL CENTRE

Dr Lorraine Baker opened this practice in September 1983; her husband Dr Simon Corrigan joined her in 1984.

In October 1999 this practice achieved “full accreditation”, a formal recognition that this practice meets or exceeds every standard determined by the Royal College of General Practitioners as desirable for a quality general practice. We were the first practice in this area to achieve such recognition and we have maintained accreditation since. 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
SUNDAY & PUBLIC HOLIDAYS	SEE <u>AFTER HOURS</u> (BELOW)

Individual doctors consulting hours - see below

Medical Staff

Dr Simon Corrigan
M.B., B.S. (Hons)

Consulting Sessions

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

Dr Lorraine Baker
M.B., B.S. Dip R.A.C.O.G
Grad Dip. Wom. Health

Tuesday 2:00 – 4:45 (last appointment)
Thursday 2:00 – 5:45pm (Last appointment)

Dr Belinda Hosking
M.B., B.S., Dip. R.A.N.Z.C.O.G.
F.R.A.C.G.P.

Tuesday 2.00 – 5.45 pm
Thursday 2.00 – 5.45pm

Dr Barbara Uhlenbruch
M.B., B.S. (Hons) Dip R.A.N.Z.C.O.G.
F.R.A.C.G.P.

Tuesday, Thursday & Friday 9.15 – 1.15pm

Dr Vivien Lim
M.B., Ch.B F.R.A.C.G.P.

Monday 9.00 – 12.45pm
Tuesday 10.00 – 12.45pm
Thursday 9.30 – 12.45pm

Dr Sara Whitburn
M.B., B.S., Dip. R.A.N.Z.C.O.G.
F.R.A.C.G.P. Friday (am and pm)
Saturdays 9.00 – midday

Dr Jennifer Neil
M.B.,B.S.(Hons.), F.R.A.C.G.P. Tuesday 9.30 – 1.00pm
Thursday 9.30 – 1.00pm
Friday 8.30 – 5.00pm

Dr Nibo Wu
M.B., B.S.,F.R.A.C.G.P.,B.Med.Sc.,
DIP. Surgical Anatomy Monday 09.00-6pm
Wednesday 10.00-6pm

Dr James Papa
M.B., B.S. F.R.A.C.G.P., B. Med. Sci.
Grad Cert. Clin. Teaching Monday, Wednesday, Thursday (am & pm)
Friday (pm)
Alternate Saturdays 9.00 – midday

Dr Angela Gavralas
M.B., B.S. F.R.A.C.G.P. Tuesday, Thursday & Friday
Saturdays 9.00 – midday

Nursing staff

Andrea Practice Nurse - Division 1 - Immunisation accredited
Bronwyn Practice Nurse

Office Staff

Nola Franklin Practice Manager
Dolphina Senior Receptionist
Bronwyn Receptionist
Mietta Receptionist
Holly Receptionist
Thomas Receptionist

FEE SCHEDULE (see attached)

Appointments You can also book online with HotDoc

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

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

Office staff can only give limited information and may refer you to a practice nurse if you require more detailed information. A follow-up appointment may be recommended. We use a recall system for patients with abnormal results.

Reminder System:

Our practice is committed to preventative care. Your Doctor will seek your permission to be included on 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

Home visits are available for **regular patients of this practice whose condition prevents them from**

attending the surgery. Home visits are conducted up to a 3 kilometre distance from the surgery - at the doctors discretion.

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 is located in a building converted from a residence/consulting room built by the doctor who first established a practice in the area in the early 1950's. The site is constrained from development by its residential zoning which has limited the scale and scope of any renovations thus far .

We acknowledge that our waiting room is limited in size and make every effort for patient comfort within its limits. We are required for accreditation purposes to ensure that there is background noise in the form of televisual broadcasts or recorded music. This is intended to provide a masking of background conversations at reception which sometimes include personal communications - ensuring 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 re Doctors special interests

Women's Health Doctors Baker, Hosking, Uhlenbruch, Whitburn, Wu and Gavralas take a special interest in women'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 and 3-4 year old children's health checks. These assessments attract no out of pocket costs. A separate information sheet will be offered to eligible patients.

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.

Flu vaccination is recommended annually for those aged sixty-five years and over, patients suffering chronic respiratory disease, and health care workers.

Travel vaccinations

Skin checks

Use our website www.belmoreroadmedicalcentre.com.au for further information and links to health related websites.

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

* * * * *

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

BELMORE ROAD MEDICAL CENTRE

FEE SCHEDULE 14/10/2020

This practice is not a bulk billing practice. Telehealth appointments are not uniformly bulk-billed. Our standard fees are set out below .

	Standard Fee	Medicare Rebate
Consultation	\$86.00	\$38.75
Consultation (20 mins +)	\$162.00	\$73.95
Consultation (40 mins +)	\$210.00	\$108.85

Wound Dressing Fee – Nurse will advise

Cryotherapy – \$10.00

HIC ONLINE

This practice has a direct on-line connection to the Health Insurance Commission which includes the Medicare claims process. We have chosen to 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 will be billed at the rate of the Medicare rebate.

When the visit is for lost prescriptions and lost or overlooked referrals only, **bulk billing** will be offered.

Appointments for childhood immunisations and other immunisations 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 and Diners Club.