



COMMUNITY HEALTH MEDICAL CLINIC INFORMATION

21 Barclay St

Heywood, 3304

HOURS: Monday to Friday 8.30am – 5.00pm
(Closed Weekends and Public Holidays)

PHONE : 5527 0551

FAX: 5527 1177

EMAIL: medicalclinic@heywoodruralhealth.vic.gov.au

APPOINTMENTS AND ENQUIRES

Please call our clinic on (03)55270551 for all appointments
Every effort will be given to finding the appropriate
appointment times

Standard Consult (15min) – simple 1-2 issues

Long Consult (30min) – number of things to discuss with
your GP or complex care, new patients, driving
assessments, care plans, procedures

Telephone consults – repeat prescriptions

Telehealth – only specialists follow-up visits can be hosted
by clinic telehealth

Home Visits - conducted at the discretion of the GP.

Walk-in appointments - are not generally encouraged and
cannot be guaranteed

URGENT APPOINTMENTS

A limited number of urgent appointments are available
daily. All urgent appointment requests will be triaged by
the practice nurse.

APPOINTMENT LENGTH

Think about the amount of time you may need with your
GP. The medical clinic offers longer appointments if
needed. Ask reception staff for a longer appointment if
you need this.

All Emergencies Call '000'

OUT OF HOURS MEDICAL ASSISTANCE

My emergency doctor **1800 001 141** fees may apply

Nurse on Call (24/7) **1300 606 024**

13SICK (24/7 health advice) **137 485**

Lifeline **131 114**

Beyond Blue **1300 224 636**

www2.health.vic.gov.au/services

list of all hospitals and health services

COMMUNITY HUB TEAM

Doctor

Dr Gopi Patel

Practice Manager

Leonie Bartlett

Practice Nurses

Annemaree, Leonie, Laura, Erica, Lindy

Reception Staff

Karen, Jeanette, Michele, Kate

Community Hub Manager

Jacki Barnett

Your Care Path - Allied Health

Dietitian

Physiotherapist

Diabetes Educator

Podiatrist

Occupational Therapist

Support At Home Programs

District Nursing, Home Care Packages and Commonwealth
Home Support Programme

SERVICES OFFERED BY MEDICAL CLINIC

- GP's and Family Medicine
- Family planning
- Minor surgery (skin biopsy, removal of lesions)
- Vaccinations including childhood & influenza
- Health checks
- Skin checks
- Ear irrigation
- Medication Reviews
- Wound care
- Minor procedures
- Chronic disease management
- Cervical screening
- Dorevitch Pathology (Tue / Fri mornings)
- Telehealth appointments – specialist only

MISSED APPOINTMENTS AND LATE CANCELLATIONS

Please be advised that you may be privately billed if you miss more than two consecutive appointments. If you are unable to attend, please call reception (5527 0551) as soon as possible, and no less than 2 hours before your appointment. Late cancellations may attract a fee – at the discretion of the doctor.

Our practice software sends out SMS text reminders to registered patients for GP appointments. Advise reception if you would like an appointment reminder via SMS

RESULTS FOLLOW – UP (RECALLS)

If you have a blood test, scans or testing done, you will need to make a follow-up appointment to get your results. If you require an urgent follow-up you will be contacted by your GP or the Medical clinic staff for an appointment. Clinic staff are unable to give results over the phone.

ELECTRONIC COMMUNICATION

To protect your confidentiality, secure email systems are used to send private medical information between specialists and care providers.

Any queries over social media will not be responded to.

FEES/PAYMENT POLICY

Medical clinic – all standard appointments with GP's are bulk billed through Medicare, including Veteran Affairs (DVA) Gold Card holders.

- Work Cover claims require details including insurer and claim number to be given to reception on day of appointment.
- Assessments for Driving and some medical reports completed by your GP will attract a fee. Please discuss with reception on booking

Practice Nurse – Some services will incur a small fee if not seen by GP, to assist in covering associated costs:

Pension / Healthcare Card Holder: \$5.00

Non-Pension / Non- Healthcare Card Holder: \$10.00

YOUR RIGHTS

Your rights are protected under the Charter of Health Care Rights and Charter of Aged Care Rights
Copies of these are available to you on request



INTERPRETER SERVICE

If you require an interpreter, our staff can arrange this through the : Translating and Interpreter Service.

Telephone: **131450**

We also use NABS – National Auslan Interpreter services for patients with hearing / speech impairment

Telephone: 1800 246 945

RECEIVING AND RETURNING CALLS

All calls to the medical clinic are directed to Heywood Rural Health reception. If you wish to talk with your GP please make a telephone consult appointment. GP consult time will not be interrupted out of respect for both the GP and other clinic patients. Staff will ask you to leave a message and the GP will call at their convenience.

PATIENT HEALTH INFORMATION POLICY (Privacy and Confidentiality)

Our health service is committed to maintain the confidentiality of your health information.

All health information is considered to be private and confidential and is not shared or accessed by other staff, your family or friends.

For more information go to the your privacy rights

<https://ovic.vic.gov.au/privacy/your-privacy-rights/>

MY HEALTH RECORD

It is your choice to have a My Health Record, and you can choose to have your record permanently deleted at any time in your life.

To learn more about My Health Record and how your privacy is protected – go to www.myhealthrecord.gov.au

Not all GP's are using the My Health record system and therefore access to the records may be differ.

If you require copies of your health record, please discuss with your doctor

FEEDBACK: Complements, Complaints or Suggestions

Feedback (Complements, Complaints or Suggestions) are welcome. Your feedback helps us improve the services that Heywood Rural Health provides.

Ask for a feedback form or send your feedback letter to:

Private & Confidential

Practice Manager

Heywood Rural Health Medical Clinic

21 Barclay St

Heywood 3304

Health Complaints can also be directed to:

Health Services Commissioner

Complaints and Information

30th Floor 570 Bourke St

Melbourne Vic 3000

Ph: 03 860152000

Email: hsc@dhs.vic.gov.au

Website: www.health.vic.gov.au