



## 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](mailto: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.

Long appointment are available if you have a number of things to discuss with your GP or have a complex health needs.

Home Visits are 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.

We encourage patients to share as much information as you feel comfortable with. This will assist us with the level of urgency and to schedule an appointment.

Practice nurses are also available to discuss urgent matters and assist with triaging appointments.

**All emergencies call 000**

### 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.

### OUT OF HOURS MEDICAL ASSISTANCE

**All emergencies call 000**

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

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

**Lifeline**      **131 114**

**Beyond Blue**      **1300 224 636**

### COMMUNITY HUB TEAM

#### Doctor

Dr Gopi Patel

#### Practice Manager

Leonie Bartlett

#### Practice Nurses

Annemaree, Leonie, Erica, Michelle, Lindy

#### Reception Staff

Karen, Jeanette, Rhonda, Kerry

#### Community Hub Manager

Jacki Barnett

#### Allied health

Dietician

Physiotherapist

Diabetes Educator

Podiatrist

Occupational Therapist

#### Support At Home Programs

District Nursing, Home Care Packages and Commonwealth Home Support Programme

### 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 driving assessments require a longer appointment time. All GP management plans and health assessments require a practice nurse and GP appointment time.

### 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 small fee.

**Practice Nurse** – Some services will incur a small fee to assist in covering associated costs:

Pension / Healthcare Card Holder: \$5.00

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

**Allied Health** – Pension/Healthcare Card Holder: \$10.30  
Non-Pensioner/Non HCC Holder: \$15.60

District Nursing: Income Low      \$ 3.90  
Medium      \$ 33.00

### SERVICES OFFERED BY MEDICAL CLINIC

- GP's and Family Medicine
- Family planning
- Vaccinations including childhood, travel and annual influenza
- Health checks
- Skin checks
- Ear irrigation
- Wound care
- Minor procedures
- Chronic disease management
- Cervical screening
- Dorevitch Pathology (Tue / Fri mornings)
- Telehealth appointments

### ELECTRONIC COMMUNICATION

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

### 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/>

### 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

### 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](http://www.myhealthrecord.gov.au)

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



### 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.

### 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.

### ALLIED HEALTH AND DISTRICT NURSING

These services require a referral from your GP or Practice Nurse.

Referrals can be faxed to 5527 1177 by your health provider, or dropped off at main reception.

All referrals will be followed up with a telephone call from our Intake Service Access Co-ordinator, who will make an appointment with you.

### HOME CARE PACKAGES

Home Care Packages provide co-ordinated care and services, to support you to live safely and independently in your own home for as long as you can.

Talk to your GP / Practice Nurse about a Home care Package, or phone: My Aged Care: 1800 200 422, if you want to find out more information or refer yourself.

Criteria does apply.

### 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

30<sup>th</sup> Floor 570 Bourke St

Melbourne Vic 3000

Ph: 03 860152000

Email: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)

Website: [www.health.vic.gov.au](http://www.health.vic.gov.au)