



# FOUNTAIN GATE MEDICAL CENTRE



151 KURRAJONG RD • NARRE WARREN VIC • 3805

PHONE: (03) 9704 8011 • FAX: (03) 9704 1841

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

## INFORMATION ABOUT OUR CLINIC

The Fountain Gate Medical Centre was established in 1987 at the Fountain Gate Shopping Centre, where we worked until July 2000 when we moved to our current site. The clinic is fully accredited by both AGPAL, the group responsible for General Practice standards in Australia. In December we became accredited by AGPAL for the fifth time. Attending an AGPAL accredited practice is a guarantee that: safe and sterile equipment is used, patient records are secure, the practice is committed to ongoing education and training, your rights and needs as a patient are respected, regular improvements are made in services offered to you, and most importantly, you are delivered high quality patient care. Our environment is one of mutual respect between staff and patients. We are also accredited for the training of Doctors in the training program run by EVGP Training. Our clinic is associated with the Southern Cross Medical Centre, Fordholm Road in Hampton Park.

## MEDICAL STAFF

**Dr. Jacob Dessauer (M.B.,B.S.)** has been working here full time since 1987, and is a partner in the practice. He also works some occasional Sundays at Southern Cross from 9.00am till 12.00 midday.

**Dr. Michael Long (M.B.,B.S.)** has been working here since 1990, and is also a partner in the practice. He works full time, and is also available for consultations some Saturday mornings.

**Dr. John Spilberg (M.B.,B.S. F.R.A.C.G.P.)** is a partner also and was previously working at Southern Cross Medical Centre, our Hampton Park Clinic since 1992. He now consults here Wednesday, Thursdays and Fridays. He also works the occasional Sunday at Southern Cross.

**Dr. Ann Royston (M.B.,B.S.)** also formerly from our Hampton Park Clinic is here Monday, Tuesday, Thursday, Friday and some Saturdays.

**Dr. Karen Head (M.B., B.S. F.R.A.C.G.P.)** works part-time on a Tuesday, Wednesday, some Fridays and covering doctor's on leave..

**Dr Jacob Lees MBBS (Hons),B.Sc** works Monday-Friday and is on the Saturday roster.

**Dr Katherine Ramsay M.B., B.S.** She works Monday to Thursday and is on the Saturday roster.

**Nurses:** Julie, Sarah, Jennie P Kimberley and Nicole.

## CLINIC HOURS

**MON-THUR** 8.30AM – 8.30PM

**FRIDAY** 8.30AM – 6PM

**SATURDAY** 9.00AM – 1.00PM

**(Public Holidays: Please attend Southern Cross Medical Centre at Hampton Park.**

**Doctors are able to access your medical records from there to facilitate your medical care.)**

After these hours, the **Southern Cross Medical Centre in Hampton Park (ph 9799 2233)**, is open till 9.00pm weekdays and 9.00am-3.00pm on Saturdays, and 9.00am-1.00pm on Sundays and Public Holidays. Should you need medical attention after these hours or in an emergency attend The **Valley Emergency on 9790 4250, Casey Hospital on 8768 1200** or the **Dandenong Hospital casualty on 9554 1000**. (A fee is payable on attendance at The Valley, but the wait to be seen will be much shorter than at Dandenong Hospital). For a doctor to visit your home after hours please call the **National Home Doctor Service on 13 7425 or 13 sick**. An answering machine message at our clinic after hours will inform you of these alternatives.

**MAKING APPOINTMENTS – you can also make them on line [www.scmg.com.au](http://www.scmg.com.au)**

We run an appointment system, but will deal with **emergencies** promptly without appointment. You can phone from 8.30am each morning for an appointment, and may request a longer appointment if you feel you need longer time with your Doctor. Our receptionists are Greta, Marleen, Lesley, Cheryl, Jess, Kim and Tahlia. Our Office Manager is Jennie O'Meara.

**DR JACOB DESSAUER**  
**DR MICHAEL LONG**  
**DR JOHN SPILBERG**

**M.B.,B.S.**  
**M.B.,B.S.**  
**M.B.,B.S. F.R.A.C.G.P.**

**DR ANN ROYSTON M.B., B.S.**  
**DR KAREN HEAD M.B., B.S. F.R.A.C.G.P.**

## **FEES**

Children up to 16 years of age are bulk billed at all times including evenings and Saturdays. Pensioners and Health Care Card Holders will be bulk-billed for consultations 8am-6pm Monday to Friday at the clinic. People not covered by these cards will be out of pocket \$25.50 for a consultation, irrespective of the length of the consultation and whether more than one member of your family is seen in the same consultation. If the consultation is paid in full the gap reduces to \$20.50 out of pocket. After hours (after 6.00pm) and Saturday mornings; pensioners and health care card holders will be out of pocket \$25.50 for their consultations, or \$20.50 if the full amount is paid on the day. After hours for private patients, the gap remains the same as during the day.

Childhood vaccinations will be bulk-billed at all times (Please see the poster in the waiting room for a full description of our fees.) **Hepatitis B Vaccination is free to children from birth to Year 7 level.**

For home visits there will be an out-of-pocket cost of \$40.00, or \$30.00 if a Health Care Holder or Pensioner.

At all times Dept. Veterans' Affairs patients will be bulk billed.

Accounts for Work cover related matters are sent to your employer, but become your responsibility if your employer or Work cover dispute liability for your injury.

An additional gap fee of at least \$50 applies to procedures such as stitching and plastering.

## **HOUSE CALLS**

If you are too sick to come to the Clinic, we can visit you at home if you live in Fountain Gate, Narre Warren, Narre Warren North or Berwick. Requests for house calls are best made in the morning. Please remember that house calls are time consuming, and make every effort to get to the surgery if you are able; your Doctor can usually see three patients in the clinic in the time taken to visit one at home. There may be a charge for house calls and payment is requested at the time of the visit.

## **REPEAT PRESCRIPTIONS**

Prescriptions for medication taken on a regular basis can usually be obtained without an appointment, if your Doctor feels there is no need for you to actually be seen. Requests can be made by ringing the surgery's reception, and passing on the details of the required medication to the receptionist. Your Doctor will then write the script within 24 hrs. **A \$5.00 fee is charged for ALL patients except Department of Veteran Affairs.**

## **TELEPHONING OUR DOCTOR**

The Doctors will be happy to take phone calls relating to you or your family's health. **Please indicate to the receptionist if the problem is of an urgent nature.** If the Doctors are busy seeing patients, the receptionists will take a message and pass it on. The doctor may need to call you back if it is not an urgent matter.

## **OTHER MATTERS**

**\*\*\* Our Medical Centre is also a TRAVEL MEDICINE CLINIC; vaccines for Yellow Fever, Hepatitis A and B, Typhoid, Meningococcal Disease and others are available on site for your convenience. Other travel related products such as first aid kits, mosquito nets and anti-malarials are available as well. Our clinic is a registered TMA clinic Dr Michael Long is a member of ISTM (International Society of Travel Medicine).**

Our clinic has a reminder system (including SMS reminders) to ensure that regular check-ups and tests are not overlooked e.g. blood pressure, pap smears and diabetes reviews. Please advise your doctor if you would **not** like to be sent a reminder for these visits. Doctors will advise patients at time of consultation concerning follow up of their results. **In the event of an urgent result or recall to be given patients will be contacted promptly by nursing or medical staff.**

If you would like information from your health records please talk to our office manager or your GP.

Please be advised that from time to time randomly selected health records are viewed by a non-treating GP for Accreditation and training purposes. These doctors are bound by a confidentiality statement. Your medical record is a confidential record. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

**We endeavour to continue to provide you with a high standard of medical care, but if you have a complaint please tell your Doctor or one of our receptionists.** (If you are not satisfied with the response to your complaint, the Health Services Commissioner can be contacted on 1300 582 113 or email [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)). **Please note that all patient consultations and medical records are kept strictly confidential. Doctors and staff abide by the privacy policies based on the Commonwealth Privacy Act 2005 and Privacy Amendment Act 2012**  
[www.comlaw.gov.au](http://www.comlaw.gov.au)

August 2017