



Information about our Practice

www.scmg.com.au

Cnr. Stuart Ave., & Fordholm Rd. Hampton Park, 3976. Tel 9799 2233

The Southern Cross Medical Centre was established in 1990, and continues to provide comprehensive medical care by our well established medical staff. Our clinic participates in the training of doctors through the training program of the Royal Australian College of General Practitioners. Our clinic is part of the Southern Cross Medical Group. We are a fully Accredited Practice with AGPAL (Australian General Practice Accreditation Limited).

Please Note: ADDITIONAL PARKING

IF THE CAR PARK IS FULL THERE ARE ADDITIONAL CAR PARKING SPACES AVAILABLE AT THE REAR OF THE CLINIC IN STUART AVENUE

Medical Staff

Dr Ron Roth (M.B., B.S.)

Dr Paul Sandhu (M.B., B.S., FRACGP)

Dr Bryan Winthrop (M.B., B.S.)

Dr Cheryl Lee (maternity leave)

Dr Timothy Voon (M.B., B.S., FRACGP)

Dr Laxman Tharmarajah (M.B., B.S.)

Dr Gayle Troedson (M.B., B.S.) Dr Sajanie De Silva (M.B., B.S.)

Dr John Forsyth (M.B., B.S.) Dr Christine Won (M.B., B.S.)

Dr Celeste Nguyen (M.B. B.S.) Dr Chaw Htwe (M.B., B.S.)

Dr Reyhaneh Panahandeh (M.B.,B.S. , FRACGP)

Clinic Hours

Monday – Friday

8:00 am – 9:00 pm

THIS CLINIC IS OPEN EVERY DAY OF THE YEAR

Saturday

9:00 am – 2:00 pm

Sundays and Public Holidays

9:00 am – 1:00 pm

Should you need medical attention outside of these hours we recommend that you call Home Doctor Service on 13 74 25 or attend either The **Valley Private Hospital casualty (ph. 9790 4250) at cnr of Police and Gladstone Roads, Mulgrave** or the **Dandenong Hospital casualty (ph. 9554 1000), David St Dandenong. In an emergency please phone 000 and ask for an Ambulance.** An answering machine message at the clinic after hours will inform you of these alternatives.

Making Appointments –YOU CAN MAKE STANDARD APPOINTMENTS ONLINE – www.scmg.com.au

We run an appointment system, but will deal with urgent medical problems promptly without appointment. You can phone from 8:00 am each morning for an appointment, and please request a longer appointment if you feel you need a longer time with your doctor. Receptionists are Olivera, Jean, Angela, Joanne, Elke, Nicole, Fiona, Lesley, Sam, Eileen and Danielle. Our Nurses are Dianne, Catherine, Kimberley, Sarah and Nicole. **Most doctors are on the evening and weekend roster.**

Fees - There are separate fee structures for standard hours (8.00 am to 6:00 pm Monday to Friday), evenings (6:00pm to 8:00pm), Saturday mornings and after hours (evenings after 8:00 pm, Saturdays after 1:00 pm, Sundays & public holidays)

At all times:-

- The fee for procedures, such as suturing of lacerations, removal of skin cancers and plastering of bone fractures, for all patients except Repatriation patients, is rebate plus \$40.
- A non-rebatable fee of \$8 is charged for repeat prescriptions provided without a consultation.
- A non-rebatable fee of \$13 is charged for referrals provided without a consultation
- If more than one family member is seen at the **same time** by the **same doctor** then only one person will be charged the out of pocket expense.

During **Standard Hours (8 am-6pm)** pensioners, health care card holders and **repatriation** patients are bulk billed for consultations with an appointment. Other patients (**8 am-8pm**) will be charged a fee for consultations and **the fee will be rebate plus \$20.20 at all times unless the full amount is paid and then that gap amount is \$15.20.**

- For a standard consultation the fee is \$57.25 of which \$37.05 is refunded to you by Medicare. If the full fee is paid at the time of the consultation then the charge will only be \$52.25 that is a \$5 discount – rebate plus \$15.20.
- Children's routine vaccinations are bulk billed. Children under 16 years will be b/billed from 8am-6pm Monday to Friday. Weekends, evening and public holidays, children, pensioners/HCC holders will be charged a fee.

Evenings until 8:00 pm and Saturday mornings pensioners and health care card holders are charged \$57.25 (rebate plus \$20.20) for standard consultations, if full fee is paid at time of consultation the charge will be \$52.25 – rebate plus \$15.20. DVA patients are bulk billed.

After 8:00 pm weekdays, Saturdays after 1:00 pm, Sundays and public holidays all patients (pensioners, health care card holders and private) are charged either the gap amount \$20.20 or the full amount \$64.20. The gap amount is payment of the out of pocket amount \$20.20 on the day (\$49.00 will be paid via a Medicare cheque sent to the patients home address, with the total consult fee being \$69.20). If full fee is paid at time of consultation the charge will be \$64.20 and the out of pocket amount is \$15.20 (\$5 discount given).

As during standard hours

- Second and subsequent family members are bulk billed when seen by the same doctor at the same time.
- Fees for procedures and prescriptions are the same as during standard hours.

There may be a charge of \$20+gst if you fail to attend multiple appointments.

House Calls

If you are too sick to come to the clinic, we can visit you at home if you live in Hampton Park. However there will be a charge for house calls and payment is requested at the time of the visit. The cost of the house call will be the Medicare rebate plus \$50. Repatriation patients are exempt; the Department of Veterans Affairs will be billed directly as per existing agreements. If you have a Healthcare or pensioner card the charge will be the Medicare rebate plus \$40. For exact pricing please speak to the receptionist. Requests for house calls are best made in the morning. Please remember that house calls are time consuming, so make every effort to get to the surgery if you are able.

Repeat Prescriptions

In certain circumstances doctors may issue repeat prescriptions without an appointment. However there will be a charge of \$8 for this service. Your doctor will then either issue the repeat prescription or advise that you need to make an appointment. Please refer to our repeat prescription information sheet for further details.

Telephoning your doctor

Please indicate to the receptionist if the problem is of an urgent nature. If the Doctors are busy seeing patients, they may need to call you back if it is not an urgent matter. The receptionists will take a message and pass it on.

Other Matters

Dorevitch Pathology, Gribbles Pathology and Chelmer Imaging are located adjacent to our clinic for your pathology and X-Ray tests. Patients are requested to telephone the clinic for Test Results before 5pm

Routine **childhood vaccinations** (including Hepatitis B for children from birth to Year 7 Level) are bulk billed 8:00 am to 6:00 pm weekdays. Please make an appointment for this service. When making an appointment for vaccinations please indicate to the receptionist that the appointment is for a vaccination.

Cryotherapy (freezing) of warts or minor sun spots can be done at this clinic. Please make an appointment to speak to your doctor about this.

Travel advice and vaccinations are available – In general and if time allows please make an appointment to see your doctor at least six weeks before you travel.

Privacy – The practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. 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. If you would like information from your health records please talk to our office manager or your GP.

Recall system – This practice runs a patient recall system whereby letters (or sms messages) are sent to patients to remind them about the need to attend the practice for certain medical reasons. Please advise reception if you do not want to be part of this system. Doctors will advise patients at time of consultation concerning follow up of their results. **In the event of an urgent result or recall patients will be contacted promptly by nursing or medical staff.**

Discrimination Policy – Patients will not be refused access to an appointment on the basis of their sex, age, religion, ethnicity, sexual preference or medical condition.

Complaints – 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 want to complain to an external body you can call the Health Services Commission. Pamphlets can be provided by reception or you can call 1300 582 113 or email hsc@dhs.vic.gov.au