



**BARRABOOL HILLS FAMILY  
MEDICAL & DENTAL PRACTICE**

Unit 9/36 Province Blvd, Highton VIC 3216 T: 0352412878 F: 0352412214

**Patient information sheet**

**Opening hours**

- Monday – Thursday: 8.30am – 8.00pm
- Friday: 8.30am – 6.00pm
- Saturday: 9.00am – 12.00pm
- Public Holidays: 10.00am – 4.00pm
- CLOSED: Sunday, Christmas Day & Good Friday

**In the event we are closed please contact**

- 13 SICK (13 74 25) - This is the after hour's home doctor service, which can bulkbill.
- If it is an emergency please go to Geelong Hospital Emergency Department, Ryrie Street, Geelong.
- Or phone 000 for an ambulance.

**General Practitioners**

- Dr Emmanuel Nnopus MBBS FRACGP
- Dr Chee Keong Chan MBBS MAFP FRACGP
- Dr Nahid Asim MBBS FRACGP
- Dr Shahiduzzaman Khan MBBS FRACGP
- Dr. Chandrashekhar Harlapur MBBS FRACGP

**Practice Nurse:** Kim Bhullar

**Clinical Labs Pathology:** On-site Monday to Friday 8.30am – 12.30pm

**Allied Health services include:** Physiotherapist and Podiatrist.

**Appointments**

We are an appointment only clinic; longer appointments are available upon request. We endeavour to keep on time; however emergency cases will have priority. On occasions we do run behind, this is often because we have dealt with unbooked but urgent cases. Please be patient with us as we do attempt to keep to our appointment times as much as possible.

Due to high risk of cyber insecurity, we do not correspond with patients via email this is the practice policy. Requesting any of your health information transferred or received through email will be at your own risk.

**Failure to Attend Fee (FTA)**

Due to the number of missed appointments, we now have a FTA fee of \$50.00 non-refundable. If you can't make your appointment please cancel at least 2hrs prior or you will be charged this fee.

**Medical Certificates**

You will need to see the doctor for a medical certificate on the day it is required. If you are unable to visit the surgery a letter of support may be arranged if the doctor is happy to do this.

**After Hour Care**

We are registered with a medical deputizing service which covers the Geelong/Melbourne area. A doctor can come and visit when we are closed please call (03) 9429 5677

**Prescriptions**

Appointment required for all prescriptions. We do not do scripts over the phone or by verbal request.

**Drugs of Dependence**

We do not prescribe drugs of dependence or keep any drugs of dependence on the property.

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Reviewed April 2019

### **Aggressive Patients**

This practice does not tolerate any aggressive behaviour physically or verbally towards staff or fellow patients

### **Test / Procedure results**

Results cannot be given out over the phone. Reception staff are able to tell you that they are back. A follow up appointment is required for all results.

### **Management of Personal Information/Privacy**

Your medical records are confidential. It is the policy of this practice to maintain security of personal health information at all times and to insure information is only available to authorized members of staff. We abide by the national privacy principal.

### **Fees and Billing**

Patients are bulk billed upon presentation of a current Medicare card for GP appointments unless they have the following exceptions:

- Medical reports, work injuries and transport accidents cannot be bulk billed
- Medical reports: depending on information payment required on the day.
- Employment medicals: Depending on information payment required on the day.
- Sports medicals: Depending on information payment required on the day.
- Work injuries: have to be paid on the day of appointment unless prior arrangement made with employer written on letter head.
- Transport accidents: must be paid for on the day unless you provide us with a letter stating TAC has accepted your claim.
- People without a current Medicare card will also incur an out of pocket cost to be paid on the day of the consult.
- Travel vaccines and other vaccines: Unless eligible to have the government funded, payment required on the day.

### **Toys and Magazines**

This practice does not provide toys and magazines as they can harbour harmful germs; you are more than welcome to bring along a magazine, toy or book to enjoy whilst waiting.

### **Telephone Calls**

The Doctor is not always able to take your phone call, however rest assured all messages are passed onto the doctors regularly during the day. If able, the doctor will often call you back when they are free.

We do not provide consultations over the phone.

We do not provide results of investigations over the phone under any circumstances – a follow up appointment is required to receive all results.

If you wish to enquire about the return of expected results please wait until after 1pm to call.

### **Translating and Auslan Services**

All practitioners have access to these services to assist in your health consultation if you wish.

### **Your Rights/feedback**

If you have a problem we would like to hear about it. We have a suggestion box located in the reception area or please feel free to raise any concerns with a staff member. Contact details for the Victorian Complaints Agency are:

Health Services Commissioner 26/570 Bourke Street Melbourne Vic 3000 PH: 1300 582 113	Australian Health Practitioner Registration (AHPRA) GPO Box 9958 Melbourne Vic 3000 PH: 1300 419 495 W: <a href="http://www.ahpra.gov.au">www.ahpra.gov.au</a>
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