



BOTANICAL GARDENS HEALTH

137 Cornish Street, Castlemaine, 3450 (PO Box 180) Ph: (03) 5472 1844

Email: info@botanicalgardenshealth.com.au Website: www.botanicalgardenshealth.com.au

Opening hours: Mon – Fri 9am – 5pm (not public holidays)

GENERAL PRACTITIONERS (Routine consulting times are available at reception)

Dr Jay Mungi, Dr Cathy Foley, Dr Emily Girdwood, Dr Lagan Grover, Dr Haris Noor, Dr Tom Dewar, Dr Kenji Takasaki, Dr Louise Bettiol, Dr Neha Choudhary, Dr Michael Barclay, Dr Shivawn Stevens (mat leave), Dr Carl Barker and Dr Samir Puthalakath.

PRACTICE NURSES - Pam K, Jane, Melissa, Lynette and Michelle. **ADMINISTRATION STAFF** - Katrina, Pam D, Helen, Nadia, Kate, Kerrie, Sarah, Genine, Tina, Rachael, Tabby, Jennie, Bron & Shibrone

APPOINTMENTS

So that we are able to plan appointments to include any emergencies that may arise, we would appreciate problems of a routine nature being booked several weeks in advance.

Please note: If you miss your appointment you may be charged a fee. (Not claimable through Medicare).

Urgent problems will always get priority care. However, this may not be with the doctor of your choice if he/she is unavailable. If you believe your problem is urgent please tell our reception staff who will advise you accordingly. **Aged Care** - most doctors within this clinic are available for Hostel/Nursing Home visits.

Home visits are available when medically required.

Consultations involving employment medicals, insurance or licence examinations & Centrelink reports may need more time to be set aside so please inform reception staff when making your appointment if extra time is required. This way the doctor can try to run reasonably on time and give your problem the attention it deserves.

GP REGISTRARS

Botanical Gardens Health is an accredited training practice, which regularly hosts GP Registrars who are completing their GP Training Program through either RACGP or ACRRM. At BGH you will notice that some doctors only stay for 12 months. This is because they are required to move onto another training practice to complete the remainder of their training. It is a requirement that GP Registrars complete their training in at least two different training practices. RACGP & ACRRM appreciates the clinics ongoing commitment to training GP Registrars, with such enthusiastic and committed doctors here. GP Registrars are always keen to come to Castlemaine to undertake some of their training. We hope that by encouraging Registrars to come to Castlemaine, in time, some may choose to stay on at the end of their general practice training. If you have any questions, please don't hesitate to speak to us.

MOBILE PHONES

We would appreciate that all mobile phones be turned off (or made silent) once you enter the building and especially during consultations.

COMMUNICATIONS

Wherever possible the Doctor's try to run to scheduled appointment times. We try to encourage patients to make appointments to discuss issues but in some cases this isn't necessary (e.g. when the Doctor asks you to telephone for results). In consequence it is difficult to return telephone calls until the end of the morning session, or at the end of the day, unless it is urgent.

IMMUNISATION

We offer a full immunisation service including advice for overseas travel and childhood immunisations. If you are traveling overseas, please make an appointment with your doctor at least six weeks prior. Childhood immunisations can be booked with one of our Practice Nurses.

TRANSLATOR/INTERPRETER

If you require this service, please speak to reception. This is available via the Translating and Interpreting Service.

BILLING

We offer a discount for accounts paid on the day of consultation and we are able to electronically process your Medicare claim for you if you wish. We **prefer** full payment at the time of consultation but if this proves to be difficult for you financially then please discuss with one of our staff members. We do offer bulk billing to Pension and Health Care Card holders (Not Seniors Cards) and children less than 16 years of age. Please have your concession card available at each appointment. **A COPY OF OUR FEES IS AVAILABLE.**

REPEAT PRESCRIPTIONS

For some time now you have been able to request repeat prescriptions over the phone. Recent expert medico legal advice suggests that this may not provide adequate duty of care. As a result, from August 2016, we ask that you have an appointment for repeat prescriptions. There are a number of "script only" appointments available but if your script is for anti-depressants, psychiatric medications, Valium like drugs or strong morphine like pain killers we ask that you make a regular appointment with your doctor. There will be occasions where you have completely run out of one of the above medications. If this happens, you will be able to get a limited quantity at a "script only" appointment to tide you over until the next available appointment with your regular doctor.

CONFIDENTIALITY

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. We require permission from you to release any details of your medical records to family members, employers, insurance companies, government departments or any other agency.

FOLLOW UP OF RESULTS (RECALLS)

All of our GP's have their own procedures regarding the follow up of results which will be discussed with you at the time that the test is ordered.

REMINDER SYSTEM

Our practice has a reminder system through Best Practice and Hotdoc for common conditions that require regular reviews eg Papsmeears, colonoscopies etc. Please advise us if you do not want to be included in this.

PROBLEMS WITH A HEALTH SERVICE OR CONCERNS ABOUT YOUR HEALTH PRIVACY?

Our practice appreciates all feedback - good or bad! Please do not hesitate to discuss with any member of our staff or your GP. We have a quiet room available if you wish to discuss your matter in private.

Or you may wish to contact the Health Services Commissioner - Complaints and Information
(03) 8601 5200 or 30th floor, 570 Bourke Street, Melbourne, 3000.

OTHER SERVICES AVAILABLE

Pathology at ACL, Melb Pathology or Austin Health **Radiology** at Bendigo Radiology at Castlemaine Health.

Inpatient care at Castlemaine Health. **Pregnancy care** please discuss with your doctor.

AFTER HOURS AND EMERGENCIES

If an ambulance is required due to collapse, severe chest pain, serious bleeding etc telephone **000**.

For all other urgent medical needs after hours please call Health Direct After Hours GP helpline on

1800 022 222. Hours of operation for this service are 6pm - 8am Monday to Friday, 6pm Friday to 8am Saturday, 12 noon Saturday to 8am Monday and Public Holidays. If you have a medical emergency outside of these hours (ie Saturday 8-12 noon), please call Castlemaine Health on 54711 470. It is recommended that strong consideration be given to Ambulance subscriptions for all patients, as costs are substantial.

POLICE/FIRE/AMBULANCE 000 (or 112 if no service) Health Direct after hours GP helpline 1800 022 222

Castlemaine Health (Accident & Emergency) 5471 1470