



45 WALKERS RD, LARA, 3212
Ph: 5282 2999 (all hours) Fax: 5282 4443
Email: reception@youyangsmedical.com.au
Website: www.youyangsmedicalclinic.com.au

Welcome to the You Yangs Medical Clinic

Since opening the clinic in 1991 our commitment has been to provide quality, personalised health care to the residents in the community. Our Clinic provides you and your family with holistic health care services provided by an experienced and compassionate team.

Opening Hours

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| Appointments | Monday to Friday | 8.30 am – 5.30pm |
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After Hours Arrangements

You Yangs Medical Clinic doctors provide home visits or advice when the clinic is closed. Regular patients of this practice with urgent medical problems can contact a doctor for advice on mobile: 0407 356 970.

Clinic Doctors

Dr Anne Chirnside MBBS
Dr Sagaiyini Jesudason MBBS FRACGP Dip Occ Med
Dr Balbindar Kaur MBBS
Dr Maria Lombardo MBBS FRACGP FPA (Cert)
Dr Cameron Loy Dip Spanish MBBS BMedSc(Hon)FRACGP DCH DRANZCOG GDRGP FARGP GAICD
Dr Jason Pak MBBS FRACGP
Dr Kathryn Rainsford MBBS FRACGP MPH
Dr Heidi Zoumboulakis MBBS FRACGP BBioMedSc Grad Dip Ed

GP Registrars

GP registrars are trained doctors who have worked in the hospital system and now are preparing to enter general practice. They will work at the clinic for between 6 – 12 months.

Health Services Provided

We have experienced GPs who provide

- Comprehensive Family Medical Care
- Women's and Men's Health
- Chronic Disease Management
- Palliative Care
- Shared Obstetric Care
- Pain Management
- Minor Surgery
- Sports Medicine

We have Practice Nurses – Simone C, Simone L, Fiona and Anne who perform

- Triage of emergency patients
- Immunisations / Dressings / Health promotion and education – diabetes / asthma
- Chronic disease management / Health Assessments in the home and clinic

Allied Health Services Provided

- Physiotherapy – Geelong Performance Physiotherapy
- Podiatry - Precise Podiatry - Peter Angelucci
- Mental Health Care Nurse - Noreen Siebuhr

On Site Pathology Services provided

- Clinical Labs - Monday to Friday
8.30am to 1.30pm and 2.00pm - 4.30pm.

Fees and Billing Arrangements

We are a privately owned clinic and ask that all patients settle their accounts at the time of consultation. Concession Card holders are offered a discount. Pension Card holders may have a gap payment required. This is at the discretion of the doctor. We accept cash, EFTPOS, Visa and Mastercard.

Standard Consult \$88.00 Concession \$78.00 (Medicare rebate \$41.20)

Long Consult \$130.00 Concession \$115.00 (Medicare rebate \$79.70)

Current fee for an afterhours consultation is \$295

Medicare rebates can be claimed on your behalf at the time of payment. Medicare will reimburse you by direct payment into your nominated account.

If you are referred to another Doctor, Specialist or for investigations please ask the Doctor or Clinic Receptionist about the fees and other costs that may arise.

Appointments

- Our Reception staff are: Judy, Leanne, Bre, Linda, Kate, Ashleigh and Chantelle. They are available to make appointments and assist you as required.
- Our Practice Manager Agnes Graham is available if you require further assistance.
- Consultations are by appointment Monday to Friday 8.30am to 5.30pm; however urgent conditions will be dealt with more promptly as appropriate.
- When booking an appointment, we recommend you make a longer consultation if you are a new patient to the clinic, have several ailments that require attention or require a procedure or examination such as a pap smear or minor operation.
- Emergency phone calls are triaged and dealt with promptly.
- Home visits are provided if necessary to clinic patients.

Scripts and Referrals

If you are taking prescribed medication, it is important for your condition to be reviewed regularly by your doctor. We encourage you to remember to ask your doctor for continuing scripts and referrals during your consultation time.

Recall and Reminder System

This clinic uses a recall and reminder system to improve the quality of your health care. We send reminders by mail or telephone for procedures such as vaccinations, pap tests and other health reviews. If you do not wish to receive a reminder please advise our reception staff.

Medical Certificates

If you require a medical certificate, please ask the doctor during the consultation. Medical certificates are legal documents and doctors are not permitted to back date them.

Telephone Enquires

To ensure quality of care the doctors prefer to see patients for a consultation to discuss test results and other medical issues. It is difficult for doctors to interrupt consultations to take phone calls. If you have a query and the nurse or receptionist is unable to assist, a message will be left for the doctor concerned to return your call or organise alternative follow up. Your call will always be put through to the doctor in case of emergency.

Personal Health Information

Your medical record is a confidential document. It is the policy of this clinic to maintain security of personal health information at all times and to ensure that this information is available only to authorised members of staff and other treating health professionals as in line with the National Privacy Principles. Patients as of July 2002 have a right to request access to their medical notes, please make an appointment with your doctor to discuss this. We have a more comprehensive Privacy Policy that you are welcome to read upon request.

Patient Feedback

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or complete a feedback form which can be obtained from our Practice Manager. We take concerns, suggestions and complaints seriously. This feedback enables us to improve our services.

If you remain dissatisfied you may approach

The Health Complaints Commissioner

Level 26, 570 Bourke Street Melbourne 3000.

Ph 1300 582 113

Website www.hcc.vic.gov.au