

## OVERSEAS IMMUNISATION

Please make an appointment with your Doctor well in advance of your expected departure date to discuss your immunisation requirements. Please bring your itinerary. Carn-Brae Clinic is also an accredited Yellow Fever Vaccination centre.

## RECALL AND REMINDER SYSTEM

Our Practice is committed to preventative care. Your Doctor will seek your permission to be included on our Reminder System. We may issue you with a Reminder Notice from time to time, offering you preventative health services appropriate to your care.

If you do not wish to be part of this system, please advise reception or your doctor. In the case of abnormal test & imaging results, this Practice has a system of patient recall, whereby you will be contacted by telephone or post.

## REPEAT PRESCRIPTIONS

The Doctors at this Practice require patients to make a brief consultation for repeat prescriptions. Exceptions to this protocol need to be discussed with your Doctor in advance.

## TELEPHONE ACCESS TO DOCTORS

Your doctor cannot give you their full attention if they are interrupted by phone calls. All medical matters must be dealt with by a consultation rather than by phone. If however, you are asked by your doctor to ring, our receptionists can either put you through to the doctor, or take down your details and the doctor will call at their earliest convenience.

## TRANSLATION AND INTERPRETER SERVICE

This service is available upon request for patients who speak languages other than English.

## NATIONAL RELAY SERVICE

This service is available upon request for deaf patients.

## PRIVACY STATEMENT

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 staff members. A copy of our privacy policy is available at reception.

## ETHICAL CODE & COMPLAINTS

The practice aim is to provide continuity of care, best practice, appropriate appointments, and confidentiality. If there are problems perceived with the service or care provided, please inform our Practice Manager or your Doctor so these matters can be addressed promptly.

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Fill out a complaint form online at [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au) or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.



**324 Glenelg Hwy, Winter Valley 3358**

**Ph: 5332 1501 Fax: 5331 8860**

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

After Hours GP Helpline – 1800 022 222

## **Practice Information Brochure**

### **Dr Frank Marton**

*M.B.B.S, FRACGP, FACRRM, Dip Obs*

### **Dr Ahmed Alwan**

*M.B.B.S, FRACGP, M.B. Ch B, MSC*

### **Dr Shirani Kodituwakkuarachchi**

*M.B.B.S, FRACGP*

### **Dr Dileepa Jayaweera**

*M.B.B.S, FRACGP, Em Cert ACEM, DCH*

### **Dr Chamika Gamage**

*M.B.B.S, FRACGP, SCHP(Dip.Child H)*

### **Kerri**

### **Mathieson**

*Registered Nurse*

### **Mandy**

### **Niehus**

*Registered Nurse*

### **Samantha Garth**

*Practice Manager*

## **OFFICE HOURS**

Our office is able to be contacted by telephone Monday to Friday, from 8:30am to 7:00pm & Saturday 9.00am – 12.30pm.

## **ACCREDITATION**

This practice is accredited through AGPAL.

## **APPOINTMENTS**

*Monday – Friday:* 8.30am – 7.00pm  
*Saturday* 9.00am – 12.30pm

Please contact Reception regarding consulting hours for individual doctors.

Standard appointments are of 10 or 15 minutes duration. When booking, please indicate whether you will need a longer appointment, e.g. multiple problems, pre-employment medical, insurance or Centrelink forms etc.

You may be asked by your doctor to make a further appointment if your condition is complex.

Separate appointments are required for all family members needing a consultation.

## **AFTER HOURS ARRANGEMENT**

This practice provides 24 Hour care for patients on a roster system shared with GPs from neighbouring practices. Please call 5332 1501 for instructions to contact the doctor on call or call 1800 022 222 for the After-Hours GP hotline.

## **CHILDHOOD IMMUNISATIONS**

All children are immunised as per the Child Health Record Book.

Two appointments are required when booking for immunisation. The first with practice nurse for Child Health Record Book completion, and consent; and the second with the doctor to give injection(s).

## **EMERGENCIES**

Phone immediately and explain the situation to the receptionist who will either put your call straight through to the doctor, arrange for the patient to be seen as soon as possible, or arrange other emergency care such as ambulance, hospital assessment or admission.

## **FEES AND BILLING ARRANGEMENTS**

All doctors' fee schedules are displayed at reception. Payment on the day of consultation is expected. If you are experiencing difficulty with payment, please discuss the matter with your doctor. There may be a charge for non-attendance of consultations.

Only children aged 16 years and under, DVA Card holders and Pension Card holder aged 65 years or older will be bulk-billed.

**Health Care Card holders will not be bulk-billed.**

## **ONLINE APPOINTMENTS**

Online appointments have ceased temporarily due to Covid-19.

## **HOME VISITS**

Whenever possible patients are seen at the Practice where proper facilities are available for examination and diagnosis.

Home visits are made for the infirm, very sick and elderly. These visits may need to be discussed with your Doctor.

## **NO SMOKING POLICY**

Smoking is not permitted in the building, or on the grounds.

## **SKIN CHECKS**

Dr Shirani, Dr Jayaweera and Dr Chamika provide full body skin checks using DermDoc® mole mapping technology. This appointment will take approximately an hour. There is a fee associated, which you will be advised of when booking the appointment.

## **EMAIL POLICY**

Carn-Brae Clinic does not communicate with patients by email. We do not accept emails containing patient's personal information, any emails received that contain a patient's personal information will be immediately deleted.