



SOUTH WANGARATTA MEDICAL CENTRE

PRACTICE INFORMATION

47 JOYCE WAY, WANGARATTA 3677

PHONE: 5713 9299

FAX: 5718 0205

EMAIL: SOUTHWANGARATTAMC@GMAIL.COM

WEB: [HTTPS://WWW.SWHEALTHHUB.COM.AU](https://www.swhealthhub.com.au)

Opening Hours:

Monday to Friday 8:30am-5pm

Selected Sundays & Public Holidays 10am-1pm

Services Include:

General Health
Sexual Health
Mental Health
Immunisations
Family Medicine
Skin Cancer Clinic
Diabetes Educator
Health Assessments
GP Management Plans
Travel advice/medicine
Drivers Licence Medicals
Chronic Disease Management
Pre-Employment Health Checks
Women's Health (incl CST/Pap smears)
Onsite pathology collection (Mon-Fri 8am-12pm)

General Practitioners:

Dr Julian Fidge
Dr Jasmine Yin
Dr Yeow Teo
Dr David Morris
Dr Upul Abeykoon
Dr Rishani Mendis
Dr Buddhika Jayathilaka
Dr Dipankar Chakraborty
Dr Cveta Daskalova-Nikolovska

Staff:

Business Manager: Kim Ching
Practice Manager: Teresa McMahan
Administration Manager: Keisha Sandford
Receptionists: Aleeta, Mariza, Ayushma
Practice Nurses: Michelle, Naomi, Tara, Leeanne, Alexandra, Heather

Billing Arrangements:

Patients who hold a valid Medicare card will be bulk-billed for eligible services. Fees may be applicable for some services such as procedures, diagnostic services and non-MBS services and for appointments for those without a valid Medicare card. Fees are payable at the time of consultation and can be paid by EFT, credit card or by direct deposit. Surcharges apply for payment by EFT or credit card. If you are unsure whether your appointment will be bulk-billed please ask the reception team.

Appointments can be booked via the HotDoc App, our website or by calling the practice.

Please note that a Non-Attendance Fee of \$30 is payable if a patient does not attend their appointment or if the appointment is cancelled with less than two hours notice. The non-attendance fee may be waived in exceptional circumstances. The non-attendance fee is not Medicare rebatable.



ABOUT OUR PRACTICE

Our Practice Vision: "To lead the way to better health and wellbeing for all by providing an unparalleled experience as the most trusted partner for health care and improving healthcare equity in the communities we serve."

Appointments:

- Appointments can be made via phone or in person with one of our reception team. Standard consultations are allocated 15 minutes and long consultations are allocated 30 minutes. Appointments can also be made via the South Wangaratta Medical Centre Website and via the HotDoc app.
- We make every effort to ensure patient's are seen on their preferred day and with your doctor of choice. Please bring your Medicare Card to every appointment.
- Provisions are made in our appointment system for emergency consultations.
- Specific issues such as complex medical examinations, health assessments, care plans and surgical procedures require a long appointment. If you are unsure how much time you need, please enquire with reception at the time of booking.
- Please advise your doctor at the start of your consultation if you have several matters you wish to discuss. You may be asked to book a further appointment at a later stage if you have multiple requests/problems which cannot be dealt with in one consultation.
- We understand your time is valuable and will make every effort to ensure your waiting time is kept to a minimum. Sometimes, general practice is unpredictable and urgent medical needs will be given priority.
- Various forms of appointments are available including face-to-face, telehealth appointments and telephone appointments.
- Doctors at this practice run by scheduled appointments only. We do not provide walk-in appointments.
- At each Doctors discretion home visits are available to regular, active, patients, who live within 5km of the practice.

Contacting Our Practice:

- During opening hours, please book an appointment to discuss your care with your GP. Patient phone calls are not put through to the GP without an appointment.
- A message will be passed through to the relevant person. We will endeavour to respond within 2 business days.
- Urgent care should be sought after at your local emergency department
- For us to be able to contact you, please ensure we have your correct telephone numbers and address also that the details of your nominated Next of Kin are current.
- To ensure patient safety, our staff will ask you to confirm three points of identity (e.g., name, date of birth, and address) when you arrive or call.
- Our email address is not continuously monitored and is not our preferred means of patient communication. We do not communicate clinical concerns with patients via email.

Facilities:

- Our Practice has wheelchair access and facilities to cater for the disabled (including disabled parking at the front and rear of the building).
- We have a strict no smoking policy in our building and on our premises.
- Translation services can be arranged for patients who have difficulty speaking or understanding English.

Online Appointments:

- Online appointments can be made through our website and via the HotDoc app. Download the app on your smartphone for 24/7 access to appointments.
- You will need to create an HOTDOC account for access to online bookings. Please keep your login details handy for future booking and ensure you register with your name as it appears on your Medicare card.

Results, Repeat Prescriptions & Referrals:

- For results, please book an appointment with the doctor who ordered your investigations. Routine blood test results are usually available within three business days.
- Appointments need to be made for the issue of repeat prescriptions or referrals to specialists and allied health professionals.
- All conditions requiring regular, ongoing medication need to be reviewed and monitored to confirm the need for ongoing treatment. The amount of medication and number of prescription repeats provided is at the discretion of your doctor and in line with guidelines for responsible prescribing.

Recalls and Reminder System:

- Our practice is committed to preventative care and patients will be offered 'screening medical examinations' for early detection of serious medical conditions such as diabetes, asthma, cervical cancer (CST testing) and other chronic medical conditions.
- From time to time, you may receive a reminder notice for preventative health services appropriate to your care. If you do not wish to be part of this service, please advise your doctor or one of our receptionists and asked to be removed from our reminder system.

After Hours Arrangements:

- Our practice provides 24/7 care to our patients. If you are an existing patient of our clinics and you require attention when our practice is closed, please call 0357139299 and our on-call doctor will provide advice or attend to you as necessary. There is a charge for the after-hours service.
- In a medical emergency, call for an Ambulance on "000".

Your Personal Health Information & Privacy:

- As service providers we will request your personal and health information to enable us to provide you with health services and any related communications.
- This Practice protects your personal health information to ensure it is only available to authorised members of staff, for intended persons and to comply with the Privacy Act.
- Our clinic adheres to the highest standards in security of storage and transmission of health records.
- For more information ask reception for our patient health information and privacy policy brochure.
- Some health professionals at the clinic utilise the assistance of Heidi Artificial Intelligence transcribing to assist with notetaking. Please ask reception for more information if needed.
- Our practice participates in eHealth services; electronic transfer of prescriptions (eTP), My Health Record, Shared Health Summaries and Event Summaries. Your clinical information may also be collected and shared through these services.

Complaints & Feedback:

- Your feedback, both positive and negative, is an invaluable communication tool and is used to improve our practice and our provision of service.
- We strive to improve for your benefit, please direct any queries or complaints to our Practice Manager. If you have a complaint you wish to take further, you may contact: Office of the Health Services Commissioner 1800 136 066.