

The Healthcare Centre
239 Princes Drive
MORWELL, VICTORIA 3840

Telephone: (03) 5133 9966 (All Hours)
Fax: (03) 5134 6635

Website: www.thcc.com.au

Associates

Dr. I. Webb
Dr. J. Sun
Dr. C. Wang
Dr. M. Bhargava
Dr. M. Choudhury
Dr. R. Wijesekara

G.P. Registrars

Dr. I. Khair
Dr. F. Nisar



CONSULTATIONS BY APPOINTMENT
MONDAY to FRIDAY 8.15 a.m. – 6:00 p.m.

SATURDAYS 9.00 a.m. – 12.00p.m
(Saturday Clinic – Walk In Clinic)
(No prior appointments made)

Mission Statement

The mission of the Healthcare Centre is to optimise our patient's quality of life through the provision of a comprehensive and friendly medical service.

Clinical Services

A range of general practitioner and specialist services is provided at The Healthcare Centre and, when appropriate, at the Maryvale Private Hospital. Home visits, Hostel and Nursing Home visits and other forms of domiciliary care are provided on a weekly basis.

General practitioners provide the full spectrum of family medical care and have special interests in:

Specialist care is available in

A current referral from your usual doctor is required prior to consulting a specialist at The Healthcare Centre.

People with Language Difficulties.

Discuss with our staff if an interpreter is needed

Phone number for Interpreter Services - 131450 languages;

Recall and Reminder System

The practice offers a recall and reminder system. If you wish to be included in our reminder system please discuss with your doctor.

From time to time organisations such as Victorian Cytology send us reminders to recall patients for important preventative health services. It is the policy of this practice to pass these reminders on to patients unless otherwise instructed



Appointments

Wherever possible, appointments are made for the doctor of your choice on the day requested. Doctors may be consulted by appointment. If the presenting problem requires extra time then long appointments are available on request.

For routine visits for example a review of general progress or repeat medications, it will be more likely for you to obtain the appointment of your choice if you are able to book a few days in advance. Doctors who work part-time are often booked one or two weeks in advance and therefore early booking is essential.

Appointments for childhood immunisations are available Monday to Friday. Should you feel that you need to be seen urgently then please discuss this with the clinic sister who may then organise an urgent clinic appointment or home visit.

We strongly advise that you ring ahead when you are bringing a very sick child or adult to the clinic, so that we can ensure you are seen promptly

For appointments during normal hours phone (03) 5133 9966

After-hours

There is always a doctor available. The Healthcare Centre cooperates with the other clinics in Morwell to provide on call after-hours medical care for emergency cases.

It is not always possible for patients to attend the practice. If required, regular patients of the practice may arrange an onsite visit by speaking to their normal GP. Please be aware additional charges may apply.

The after hours help line for this clinic is 51339966



Staff

Practice Manager:	Julie Sullivan
Assistant Practice Manager & IT&IM Coordinator	Russell Bowden
Staff Supervisors/Patient Accounts :	Gayle Sue
Nurse Coordinator	Heather Scott
Sisters:	Jenny Karen Heather Ruth Liz
Typist:	Lesley
Receptionists:	Gayle Sue Shirley Andrea Patti Eliza Bronwyn

Other Services

A number of specialists rent rooms at the Healthcare Centre.

Mr Gordon Arthur	- Surgeon
Mr Midhat Ghali	- Surgeon
Mr Charlie Hamilton	- Paediatrician
Mr Geoff Cox	- Vascular Surgeon
Dr David Ogilvy	- Consultant Physician
Mr Ray Brown	- Podiatrist
Mr Geoff Wells	- Urologist
Barbara Steng	- Psychologist



Health Policy

The Healthcare Centre is strictly a No Smoking area.

Difficulties with Access to the Building

People with difficulties in accessing the clinic eg. people using a wheelchair may enter from the side entrance to the building by knocking.

Children's Change Rooms

There is a baby change station located in the female toilets for your convenience.

Children's Play Area

Due to the Healthcare Centre's commitment to infection control, we do not provide a common play area for children. Parents are welcome to bring toys for their own children, however we ask that the toys are silent ones as a courtesy to other patients.

Patient Feedback

The practice aim is to provide a comprehensive service to all patients.

From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These are confidential and help to improve the service.

Although we aim to provide a service which meets the needs of all patients, we recognise that, at times, dissatisfaction occurs. If you have any complaints or problems regarding the service provided or charges made, please do not hesitate to talk to your own doctor or contact the practice manager.

We believe that problems are best dealt with within the practice. However, if there is a problem you wish to take up outside, then you may prefer to contact the Health Services Commissioner, Level 30, 570 Bourke Street, Melbourne, Vic. 3000.

Phone 1800 136066.



Other Services in the Community

Latrobe Regional Hospital Phone: 5173 8000

Community Health Centre Phone: 5136 5400

- Diabetes Educator
- Physiotherapist
- Counsellor
- Welfare Worker
- District Nurses

Council: Latrobe City Phone: 1300367700

- Home Help
- Meals on Wheels

Optometrists – Latrobe Eye Care Phone: 5134 2555

Aged Care Assessment Service Phone: 5172 1435

Pathology Morwell Phone: 5134 4440

X Ray Morwell Phone: 5135 9915

Physiotherapy Morwell Phone: 5133 7388



Practice Privacy Policy

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.

The new privacy rules came into effect 1.7.2002.

The following is an outline of the main privacy rules as they apply to patients of this clinic

1. Information will only be collected where necessary to ensure that quality care is delivered, and with the consent of the individual.
2. Information will be used or disclosed only for the primary purpose for which it was collected. Secondary use of information will only occur with the specific consent of the patient.
3. Individuals have a right of access to information kept about them. If requested patients will be provided with documentation outlining the Clinic's Privacy Policy.
4. Patient records will be transferred to other Health Service Providers only if the patient so requests via a signed release for information request.
5. Access to patient records is restricted to authorised personnel within the clinic

How to Apply for Access to Your Medical Record.

Patients may request access to their record either verbally or in writing. Patients may ask to see the whole history or a specific part of the history.

Patients may request a copy of their record, or ask to view their record in the presence of the doctor.



Procedure for Patients.

When a patient makes a request for access to their records, they must produce some form of identification. E.g. Drivers Licence, Passport, Proof of Legal Guardianship, Power of Attorney.

An appointment with either the practice manager or the doctor must be made for the collection or viewing of the record, depending on which option the patient has chosen.

Costs.

Medicare does not cover this service and it is therefore a private cost to the individual.

These costs must be paid upon collection or viewing of the record.

Cost for retrieval of record or part of record
20c per sheet copied

Cost of viewing record with doctor
Consultation fee plus 20c per sheet copied

Copyright remains with the Healthcare Centre, and copies are not for release to third parties without the authorisation of the patient and the Healthcare Centre.



Preventative Check List

Are your immunisations up to date? Going abroad?

Check vaccine schedule.

Think about:

Hep.A. Hep.B. Tet.tox. Polio and Typhoid. Malaria.
Prophylaxis.

Special needs:

Rabies vaccine. Plague vaccine. Meningitis vaccine. Yellow fever vaccine. Q fever vaccine.

Pap smear:

A routine check is recommended every two years.

Breast Screen:

Every two years after the age of 45.

Blood Pressure:

An annual check is recommended.

Measurement of height and weight:

An annual check is recommend.

Random blood sugar:

An annual check is recommended unless diabetic. In which case it should be more frequently.

Urine analysis:

An annual check is recommended.

Other checks:

Cholesterol. Long term sugar control. Prostate.

Discuss any of the above with your doctor if you are concerned.



Preventative Care

The Healthcare Centre aims to provide a full range of preventive services.

These include immunisations, blood pressure checks, full cardiovascular risk factor assessment including cholesterol checks, random blood sugar checks, pap smears and breast checks.

It is important for everybody to be up to date with their immunisation. The practice has a supply of adult and childhood vaccinations to assist with this.

The clinic has Hepatitis A & B vaccines and Tetanus injections for those people who are going overseas or are in 'at risk' professions.

Discuss immunisation requirements with your doctor to establish the right schedule for you.

Diabetes is a common condition. People with diabetes should arrange an annual review of their condition. They should ensure that they have an optometrist review and a podiatrist review on a yearly basis. They should have blood checks for long-term sugar control at least twice a year, as well as checks on kidney function.

These issues can be discussed with your doctor.

People who are 75 years or more should arrange for a comprehensive medical check-up on an annual basis. This service offers a long consultation with the doctor, and if you wish, a home visit from one of our health workers. The check up covers general medical as well as social needs, and helps people access services that may be of help to them



Teaching and Research

The Healthcare Centre has a commitment to research and teaching towards improved clinical care in the future.

The Centre is affiliated with the Royal Australian College of General Practitioners (RACGP). G.P. registrars involved with the RACGP

The doctors of the Healthcare Centre provide teaching for Monash University medical students on a continuing basis. If you do not wish to have a student present during your consultation please advise the reception staff.

Billing Policy

Doctors' fees are set to take into account the actual costs of providing medical services.

The practice recognises that some people may at times have difficulties paying accounts. If you are in this situation make sure you discuss this with your doctor in private, so that an agreement can be reached.

GP services to Healthcare Card holders, Aged Pensioners & Disability Support Pensioners are "bulk-billed" to Medicare.

It is preferred that accounts are paid on the day of consultation. If you are having difficulty paying your account, other arrangements can be made.

Further information regarding the practice billing policy is available upon request.



The Healthcare Centre

After Hours Number: (03) 51339966

After Hours Emergencies: 000

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For your convenience the table below lists our standard consultation fees as of January 1st, 2009.

Short Consultation	\$27.50 – Gap of \$12.15
Standard Consultation	\$49.00 – Gap of \$15.45
Long Consultation	\$89.00 – Gap of \$25.25
Prolonged Consultation	\$133.00 – Gap of 39.20

Healthcare and Pension card holders and children under 16 will be Bulk Billed.

Appointment Hours:

Monday to Friday:	8.15 a.m. to 6.00 p.m.
Saturday:	Walk in clinic no appts