

Staff & Services

Doctors

Dr Chris Olise
MBBCH; FRACGP

Practice Nurses

Di Walsh Michelle Lawrence

Practice Staff

Lorraine Smith- Practice Manager
Bailey Walsh-Reception
Amber Wood-Reception

Visiting Allied Health

- Podiatrist
- Optometrist
- Central Vic Cardiology

Medical Education

All our doctors undertake continuing professional education and training.

Home Visits

Home visits are available for regular patients of this practice, whose condition prevents them from attending the surgery.

Interpreter Service

National Auslan Interpreter Booking Service (NABS)

Ph: 1800 246 945 Fax: 1800 246 914

This practice is committed to providing the highest quality medical care to our patients by delivering ethical, consistent, timely and comprehensive medical care encompassing family medicine, emergency care and preventative health strategies.

To achieve this we operate a modern Medical Practice where our patients' welfare is our priority.

Personal Health Information

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. Copies of your medical reports and results are available to patients on request.

Patient Feedback

We welcome feedback from our patients at all times. If we have failed to meet your expectations at any time, please feel free to make an appointment with the Practice Manager. Any concerns are dealt with as a matter of priority.

If you feel there is a problem you wish to take up outside the Practice you may wish to contact the Victorian Government Centre for handling complaints:

The Health Complaints Commissioner
570 Bourke Street
Melbourne, Vic 3000
Tel: 1300 582 113

Boort District Medical Centre acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and traditional custodians of the land where we live, learn and work.



PATIENT INFORMATION SHEET

2 Couatts Street
Boort Vic. 3537

Telephone: 03 5451 5220

Fax: 03 5455 2388

**In case of emergency
Dial 000**

**Surgery Hours
8.30am - 5.30pm
Monday to Friday**

**After Hours: 03 5451 5200
(Boort District Health)**

This Practice has a 'No Smoking Policy'

Patient Information

Patient Details

This Practice requires all patients to present their Medicare card and current concession cards for updating of their details.

Please inform reception if you have changed your address, phone number or personal information.

Appointments

Can be made by phoning the clinic on (03) 5451 5220.

To ensure your appointment is at a time to suit your needs we advise that you make your appointments well in advance where possible.

If you are unable to attend your appointment please notify the clinic so another patient can utilize this time.

Longer consultations

Longer consultations are available, please make the reception staff aware if required when booking appointment.

Waiting times

Please report to reception desk on arrival at the practice. If you have a complex condition or several issues to discuss please book a long consultation.

Despite our best intentions, we sometimes run late. This happens due to medical emergencies or patients requiring more time during consultations. Unfortunately this cannot be accurately calculated in advance.

Test Results

Most test results will be available to your Doctor within a few days.

Please make a follow up appointment for results of all tests, unless advised otherwise by your Doctor.

Fees and Billing arrangements

Standard consultation fee **\$65.00**

Medicare rebate **\$38.20**

Long consultation fee **\$100.20**

Medicare rebate **\$73.95**

After hours consultation **\$40 out of pocket**

Surgical Procedures **\$50 out of pocket**

All surgery, suture and fracture charges are billed privately and will incur an out of pocket fee to be paid.

We appreciate payment in full on the day of consultation. Payments can be made by cash, cheque or EFTPOS.

We can lodge your paid account with Medicare at the time of consultation. By supplying your bank details (to Medicare), the Medicare rebate is paid directly to you within 3 days.

.Medicare bulk billed patients/services

- **Pensioners**
- **Healthcare card holders**
- **Children under 16 years of age**
- **DVA card holders**
- **Hostel/Nursing Home residents**
- **Comprehensive Health Assessments**
- **Care Plans**
- **PAP tests**
- **Childhood Immunisations**

The Doctor or staff will advise you of other costs that may arise from your consultation or treatment.

Bulk Billing services only apply to consultations.

(Fees as at 6 November 2019)

Telephone Access

GPs in the practice may be contacted during normal surgery hours. If the Doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the Doctor will return your call. Our staff are experienced in helping you decide whether the matter requires an appointment or a return phone call from your Doctor.

Practice Services

- **Pathology Collection (BDMC patients only)**
- **Men's Health**
- **Women's Health**
- **Blood Pressure Checks**
- **Electrocardiography (ECG),**
- **24hr Holter Monitor**
- **Comprehensive Health Assessments**
- **Asthma Management**
- **Diabetes Management**
- **Employment Medicals**
- **Health Checks**
- **Immunisations/Vaccinations (inc. travel vacs)**
- **PAP smears**
- **Treatment of fractures, wounds**
- **Removal of moles and skin lesions**
- **Implanon**
- **Mirena**

Personal Health Reminders

In the interest of our patients' health, this practice reminds patients by letter or phone to advise them of important tests, reviews or immunisations which may be due. Patients have the choice to opt out of this reminder system at any time.