

Practice Information Sheet – Medical

Medical opening hours

Monday 8.30am – 4.30pm
 Tuesday 8.30am – 4.00pm
 Wednesday 8.30am – 4.30pm
 Thursday 8.30am – 4.00pm
 Friday 8.30am – 4.00pm

GPs:

Dr Kyal Agraval RACGP, MBBS
 Dr Jonathan Wee RACGP, MBBS, BBiomedS
 Dr Lidija Coha

Parking

Paid off street parking is available within a short walk.

Billing principles:

MC Medical & Dental is a private billing practice. Consultations attract a private fee which is payable on the day of your visit. We offer Medicare online claiming whereby Medicare rebates are claimed automatically for you and refunded directly into your bank account within the next two business days.

Fee Summary Monday to Friday:

Item number	Type	Clinic fee	Medicare Rebate	Patient Gap
23	Standard	\$80.00	\$38.75	\$41.25
36	Long	\$116.30	\$75.05	\$41.25
44	Prolonged	\$151.75	\$110.50	\$41.25

Procedures:

Most procedures will attract a \$10-150 out of pocket cost. Please ask reception staff for further details. This may be to cover dressings, bandages, suture materials or for Implanon insertion or removal.

After hours care:

We have a partnership with the National Home Doctor Service for after hours care of our registered patients. This service is available outside of the normal clinic opening hours.

After 6pm Monday – Friday

After 12pm Saturday

Phone: 13 SICK (1425)

If you are unsure whether you should be seeking after hours care, please contact Nurse On Call on 1300 60 60 24.

Home visits:

We do provide house calls for patients of this practice when necessary on request. It is usually better if you can attend the surgery as this is better equipped for examination and treatment.

Please advise reception staff upon booking an appointment if you require a long consultation.

FOR EMERGENCIES PLEASE CALL 000

Management of your 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. A copy of our privacy policy is available on request from Reception.

Translation services:

We offer two main translation services here at MC Medical & Dental.

TIS- Translation and Interpreter Services, for patients if English is not their first language; catering to over 200 different languages.

NABS – National Auslan Interpreter Services, for patients who have hearing, and/or speech impairment. If you would like further information, please enquire about these at Reception.

Communication & Telephone Policy:

Most problems are best dealt with in consultation with our doctors. A doctor is available during normal surgery hours for emergency phone advice. Our reception staff are experienced in deciding the appropriate response to any phone request.

Email communication is discouraged due to it not being a secure form of communication, so any medical information is best discussed with your doctor.

Results:

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention, we will contact you via SMS or a phone call. To facilitate this, please make sure reception have your current phone number and address details when booking or on settling your account.

Recalls/Reminder System:

Our practice uses an SMS system for results recalls, appointment reminders as well as for other types of health reminders, e.g. Cervical cancer screening test, immunisations etc. Please advise the reception staff if you do not want to receive SMS.

Patient feedback and complaints:

We regularly conduct a formal patient survey (the Practice Accreditation and Improvement Survey) where our patients are asked of their honest opinions on the services we provide. We have listened to your suggestions and as a result, for example, we introduced our SMS system for appointment and other types of reminders. More information on survey results can be found at Reception.

If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments and suggestions. Your doctor or the receptionist on duty are available to discuss any problems you may have. You may prefer to write to us, and this can be addressed to the Practice Manager. We take your concerns, suggestions and complaints seriously.

Should you wish to take any complaints further you can contact:

Health Care Complaints Commission at
Victorian Health Services Commissioner
Level 30, 570 Bourke Street, Melbourne VIC 3000
Tel: 03 8601 5222
Regional Free Call Number: 1800 136 066