

CLINIC HOURS

The surgery hours are from 9.00am to 5.00pm Monday to Friday. Phone **02 6037 1222** for an appointment.

HOME VISITS

Doctors make visits to their patients, where it is safe and reasonable in their homes, if their patients are acutely ill, immobile, and elderly or have no means of transport to the practice. Home visits are available both within and outside of opening hours. Visits are made to patients located within our region, (around 15 km. radius of the Clinic.)

TELEPHONE ACCESS

Doctors in the clinic may be contacted during normal surgery hours. Generally consultations will not be interrupted by telephone calls. The receptionist will advise an appropriate time for you to call back, or alternatively, advice when the doctor will return your call. Emergency calls will always be put through.

ELECTRONIC COMMUNICATION

Patients are advised that the clinic may be contacted electronically via email. However, due to the nature of the technology, staff cannot guarantee this communication will remain private and would advise this means for general enquiries only.

AFTER HOURS & EMERGENCIES

Please call the Walwa Bush Nursing Centre (WBNC) on 02 6037 1220. A doctor is always on call and nursing staff at the centre are trained in emergency management. Patients may be seen either in their home or at the Outpatient Dept of the Walwa Bush Nursing Centre, depending on the assessment made.

FEES

Standard consultation fee: \$60

(Medicare rebate \$37.05)

Long Consultation fee: \$100

(Medicare rebate \$71.70)

Prolonged Consultation fee: \$132

(Medicare rebate \$105.55)

We “bulk-bill” concession card holders and children under 16 years of age and home visits.

On occasions if you require procedures, or in an emergency, you may be referred to Outpatients which may incur a cost if you are not member of WBNC.

Membership can be paid on the day of service.

The Walwa Clinic also has a drug dispensing room and we can dispense your medications. We would like you to pay for these services at the time you receive them, but if this presents a problem please discuss it with the receptionist.

After Hours (5.00pm to 8.30am)

All patients \$30.00 fee

Non members an additional \$30.00 fee.

MAKING APPOINTMENTS

Please ring 6037 1222 between 8.30 and 5.00 Monday to Friday for appointments.

Urgent problems will always be seen on the same day either by the doctors or our nurses.

Longer consultations can be arranged on request.

YOUR SAFETY

The Walwa Medical Clinic is accredited and has in place infection control standards which ensure patient and staff safety at all times. These standards have been set by the Royal Australian College of General Practice and the Aust. College of Rural and Remote Medicine.

PREVENTATIVE HEALTH CARE

Immunisation for all children and adults. All Government sponsored immunisations are provided free of charge. Discuss with your doctor whether you

should have Flu and Pneumococcal vaccine, which are free to patients over 65.

OTHER VACCINES such as Hepatitis A & B are needed for travellers and people at special risk. We can advise on other vaccines needed for travellers.

RECALLS Patients are automatically enrolled in a reminder system. Women are also enrolled in the Pap Test Register after having a pap smear. Please advise us if you do not want to participate in any recall system.

HEALTH CHECKS ARE PROVIDED:

Heart Disease – advice on low fat diet, counselling and prescription medications. Assistance with quit smoking, blood pressure checks.

Skin check – Any mole or freckle that changes in size or colour should get checked.

Health Checks – Over 75 Health Assessment, 45 year old health check, Men’s health check, Well-Women health checks and 4-year-old health checks.

OBTAINING TEST RESULTS

Please consult the doctor for any discussion on pathology results. You will be contacted if the doctor has requested that an appointment be made with you to discuss your results. The receptionist cannot discuss these results and may only advise if a further appointment is required. Information relating to results may only be given to the patient involved unless consent is given for another party to receive them.

All patient health matters are treated with confidentiality and cannot be given to a third party without patient consent.

PRIVACY POLICY

It is the policy of this practice to maintain privacy and security of personal health information at all times. This practice adheres to Federal and State privacy laws. Your medical

WALWA BUSH NURSING CENTRE POLICY & PROCEDURE MANUAL

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. This practice does not disclose your personal health information to third parties unless you have consented to this disclosure; or it is necessary because you are at risk of harm without treatment and you are unable to give consent.

Personal health information may be collected, used and disclosed for the following reasons only:

1. For communicating relevant information with other treating doctors, specialists or allied health professionals.
2. For follow up reminder/recall notice.
3. Accounting/Medicare/health insurance procedures.
4. Quality assurance activities such as accreditation
5. For disease notification as required by law (eg. infectious diseases).
6. For use by all doctors in this group practice when consulting with you.
7. For legal related disclosure as required by a court of law (subpoena, court order etc.).
8. For research purposes (de-identified).

For further detail on our Privacy Policy see the 'Privacy' brochure.

A telephone Interpreter Service is available for patients who do not speak English.

MOTHERS & BABIES Sister Marie Kirk runs a child & maternal health clinic at the WBNC when required. Appointments are needed and home visits can be arranged.

PHYSIOTHERAPIST

Liz Wallace visits the WBNC on Thursday afternoons from 1.30 to 3.30pm.

Appointments are necessary. Phone 6076 3200.

Other services provided through the Medical Practice and WBNC are; podiatrist (Sylvia AcAra),

Social Worker Mental Health Clinician (Emilia Barrow), Mental Health Worker (Kate Wheeler) and Diabetic Educator (Denise Johnson).

PATIENT FEEDBACK

From time to time we may ask you to fill out a questionnaire on your views of the practice and how it could be improved. These surveys are completely confidential and help us improve our services

If you are unhappy with any aspect of the care you receive from this practice we urge you to discuss it with the CEO, Sandi Grieve. We believe that problems are best dealt with within the practice. However if you feel there is a problem you wish to take up outside you may prefer to contact the Victorian Health Services Commissioner, Level 30, 570 Bourke Street, Melbourne, 3000.

Tel: 1800 136 066 Fax: 03 8601 5219.

MEDICATIONS POLICY

This Practice has in place policy and procedures to identify individuals who seek to procure PBS medications in excess of what is required for their designated condition or specific needs.

This Policy exists to care for and for the protection of patients, community and doctors. Please do not be offended if your request is refused under the above conditions. All of our staff have been instructed to treat our patients with respect and courtesy whatever their requests. Similarly we ask for respect and courtesy from our patients.

When prescribing or supplying medications the doctors take all reasonable steps to ensure a therapeutic need exists and Doctors do not prescribe to support drug dependence.

It is the patient's responsibility to give a complete and accurate medical history to the Doctor and it is an offence not to do so with the purpose of obtaining drugs.



WALWA MEDICAL CLINIC

(Caring for all aspects of community health)

16-18 Main Street, Walwa, 3709

Phone: 02 6037 1222

Fax: 02 6037 1207

Email: mail@walwamc.com.au

Website:

walwabushnursing.com/home/walwa-medical-clinic/

We are currently serviced by our regular locums.

Our reception staff consists of Kellie Scheitler, Sonia Reichelt, Janet Hearn and Melinda Short who work in the clinic.

The nursing staff of the Walwa Bush Nursing Centre (WBNC), Sandi Grieve, Irene Palmer and Colette Connors, fulfil our practice nurse functions, so you may be directed to them for some services, eg. dressings, blood & pathology tests and ECGs.

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