

No Smoking, Drinking or Illicit Drug Use

For the health and wellbeing of others please observe our no smoking, drinking or illicit drug use policy whilst at our surgery.

Our Services

- *Preventative Health Check-ups, Counselling
- *Family planning, Pap smears, Pregnancy tests
- * Ante-natal care, Obstetrics / Delivery
- * ECG: heart check; Blood tests
- * Vaccination: children and travel
- * Minor surgery: suturing, removal of lesions
- * Liquid nitrogen 'freezing' therapy
- * All Hormone implants
- * Weight control, Nutrition advice
- * Pre-Employment Medicals
- * Spirometry and Lung Function

Obstetric care

Dr Mark Farrugia & Dr Richard Mayes can deliver your baby at Geelong or Castlemaine Hospital. For further information please ask for their brochure.

Practice Consultation Fees

Fees are payable on day by cash, card or cheque. The AMA fee structure forms the basis of our billing policy and is displayed at reception. Surgery consults attract a non-rebatable fee of \$40 (approx.). After hours home visits may attract an additional non-rebatable fee of \$50. Concession and DVA cardholders may be bulk billed. All other fees please refer to reception staff for information. Dressings & consumables will attract an extra cost, in addition to a treatment room fee.

Personal information & Privacy

Your personal health record is a confidential document. It is the policy of our practice to always maintain the security of health information to ensure that this information is only available to authorised members of staff.

We abide by the 13 National Privacy Principles available at www.oaic.gov.au

Patient Feedback and Complaints

We welcome any suggestions you may have to improve our services that we provide to you. Periodically we will conduct patient surveys, but if you would like to make a suggestion at any time, please take advantage of our suggestion box. Please feel free to discuss any problems with your doctor/ practice principal or practice manager. If you have a complaint you may wish to take, further write to:

Health Complaints Commissioner
Complaints and Information

30th Floor
570 Bourke Street
Melbourne. 3000
Victoria, Australia
Toll Free: 1800 136 066
Fax No.: (61 3) 8601 5219
TTY No. 1300 550 275
E-mail: hsc@dhs.vic.gov.au



Goldfields Medical Group
38 & 64 Lyttleton St,
Castlemaine 3450



Ph: (03) 5472 3233 Fax: (03) 5470 5942
reception@goldfieldsmedicalgroup.com.au

We have produced this brochure for your Information as a valued patient of our practice. Ask our reception staff for a copy of the Patient guide to the LSMC Privacy Policy.

For more information about our practice, doctors, services, and patient education please visit our website www.goldfieldsmedicalgroup.com.au



GOLDFIELDS MEDICAL GROUP INFORMATION BROCHURE



Goldfields MEDICAL GROUP

Welcome to our accredited practice

PRACTICE PRINCIPALS:

Dr Kirby Jefferies	MBBS, FRACGP
Dr Dominic Blanks	MBBS, FACRRM
Dr Mark Farrugia	FACRRM, DRANZCOG
Dr Richard Mayes	MBBS, FRACGP

OUR GP's

Dr Rebecca Dale	MBBS, DRANZCOG
Dr Alyssa Vass	MBBS, FRACGP
Dr Imitiaz Chowdhury	MBBS, FRACGP
Dr Hussein Rabia	MBBS
Dr Ali Clark-Hakimi	DC, FIAMA, D. Min (Hon), MBBS
Dr Louise Manning	MBBS FRACGP
Dr Tim Wiles	MBBS, FRACGP
Dr Elspeth Jarman	MBBS
Dr Reece Hodge	MBBS
Dr Katrina Van De Linde	MBBS
Dr Cameron Nottingham	MBBS

Consultant Psychologist

Kate Mahony	B.A.(Psych)
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Our Practice Manager

Belinda Carra Adv Dip Practice Management / HR

Opening Hours: MON – FRI 8.45am – 5.30pm
MON/TUES and THURS to 7pm
SATURDAY 9am – 12 noon
Closed Public Holidays

**For Urgent After-Hours Medical Attention
Please Ring Castlemaine Hospital 5471 3555
OR 1800 022 222**

FOR ALL EMERGENCIES RING 000

Our Policy

Our aim is to give our patients the highest possible quality of care, by ensuring excellence in all aspects of our practice. We endeavour to provide patients with the best and most current treatments, methods, materials, and equipment within our resource capabilities to ensure that the patients receive the high quality of service they have come to expect. We believe that patients come first. Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment. We hold great importance in ethical and responsible behaviour as essential to maintain the trust and loyalty of our patients.

Anti-Discrimination Policy

You will never be refused access to medical care by a doctor based on your sex, age, religion, ethnicity, sexual orientation, or medical condition.

Appointments

Patients are advised to book online via our website at www.goldfieldsmedicalgroup.com.au or ring 5472 3233. Our receptionists endeavour to accommodate your preferred time and choice of doctor. Please remember to tell our reception staff if you think you might need a longer appointment time. Our receptionists are happy to organise an interpreter for you or a family member when making your next appointment, just let them know when booking. Emergencies and urgent consultations are always given priority. We will make every effort to contact you should your doctor be delayed or called away urgently.

Home Visits

We provide Home Visits for our regular patients whose condition prevents them from attending our surgery. To organise this service please contact reception staff on 5472 3233 and we will organise this with your doctor. Our doctors will visit you if you are also in the local Nursing Home or Hostel. If your illness or injury is of an urgent nature, please ring for an ambulance on 000.

Change of Address or Patient Details

If you have changed your name, address, or phone number recently or received a new Medicare/Concession or DVA card. please let reception know ASAP as we may need to contact you.

Access and Parking

For our patient's convenience we have street parking, and disabled access at front of the building. There are extra car parking spaces around the corner in Hargraves Street.

Results

Your doctor may request that you book a follow-up consultation to discuss your results, especially if the interpretation is complex or requires further action. Alternatively, you may be contacted by SMS, phone, or mail regarding your test results. Our receptionists cannot discuss your results with you; however, they can book you a follow-up appointment to discuss with your doctor.

Phone calls

Telehealth lets you consult a doctor remotely, by phone call instead of face to face. Telehealth doesn't replace in person appointments; it is another option if you cannot attend in person. These consultations are invoiced the same as face-to-face appointments and payment is requested on the day. Telehealth consults are only available to patients who have been seen in person in the past 12 months.

Our doctors are unable to return your call without an appointment. An appointment must be made if any further discussion is required with your doctor.

Recall and Reminders

Our practice is committed to preventative care. A recall & reminder system is in place, please let our reception staff know if you do not wish to be on our recall/reminder system. All patient information is treated with strict confidentiality.

Informed Consent to treatment

We may ask you to sign a consent form when our doctors perform a procedure on you i.e. lesion removal/hormone implant. Your GP will inform you of costs involved, health issues, expected benefits and possible risks prior to commencing procedure.

Referrals

During your consultation, your doctor may suggest referral for further investigations or to a specialist. If you are requesting a referral, this requires an appointment. It is the responsibility of the patient to confirm with their specialist that they have a valid referral prior to their appointment.

Repeat Prescriptions

It is the policy of this practice that patients are required to make an appointment for repeat prescriptions. We offer quick consultations for repeat prescriptions or ongoing referrals which are bulk billed. Prescriptions may be sent via SMS to your phone, printed at clinic for collection or sent to your pharmacy as requested.

After hours care

Our doctors participate in a roster system with other local doctors for all after hours care at Dhelkaya Health located in Cornish Street, Castlemaine. The nursing staff or doctor on call can be contacted on 5471 3555 if you require urgent care.

For All Medical Emergencies - Call 000

