

Practice Policies and Procedures

HOW TO SEE YOUR DOCTOR

Please ring 9749 6666 for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make an appointment. **Appointments can be made with our Nursing team for Pap Smears, Travel Vaccines, Immunisations, Wound Management, Blood Pressure checks and a QUIT smoking program.**

EMERGENCIES AND ACCIDENTS

Emergencies take priority over routine appointments. Phone the surgery first (where possible) and you will be advised of the appropriate action.

CONFIDENTIALITY

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. **All employees of this Practice sign a confidentiality statement, a breach of this agreement will result in the immediate dismissal of the employee.**

TELEPHONE CONTACT

If the patient's illness does not improve as the doctor has expected or if you are worried about the patient's condition, please do not hesitate to contact us. Advice and help is only a phone call away.

PRESCRIPTIONS

An appointment **must** be made to obtain a prescription. Harsh experience has taught us not to write scripts without seeing the patient regularly.

Mossfiel Medical Centre does not prescribe medications over the phone

MEDICAL CERTIFICATES

These **cannot** be issued without a consultation.

TRANSFERRING MEDICAL RECORDS

The practice acknowledges the right of patients to transfer their care to another doctor or practice. **A computerised medical summary** of the patient's medical records can be sent to the new treating doctor upon receipt of a signed authority from the patient and doctor. The original records are never released, and a copy of the requesting letter is kept on file in the patient record. **An administration**

fee will apply for those patients wishing to transfer a copy of their complete medical history.

The practice recognises the right of patients to seek a further opinion and will provide a referral where appropriate.

If a new patient to this clinic requests their medical records from their previous doctor, a pro-forma request form is available for the patient and new doctor to complete.

REFERRALS

Referrals are by consultation only. This is necessary to ensure the referral is appropriate and that all relevant information is passed on to the consultation.

Extensive experience in general practice means our doctors have interacted with large numbers of specialists in various fields. This experience combined with understanding of our patients' needs ensures you will be referred to the appropriate specialist if we are unable to deal with the problem at the Mossfiel Medical Centre.

COMPLAINTS & SUGGESTIONS

We are continually seeking to upgrade our service. Should you have any suggestions or are unhappy about any part of your dealings with doctors or staff, **a suggestion box is located in the reception area for your input or please contact the Practice Manager. As a professional courtesy all complaints should be directed to the practice initially. If issues cannot be resolved satisfactorily at this level or the complainant wishes to take the matter further correspondence should be directed to HEALTH SERVICES COMMISSIONER OF VICTORIA, 30th Floor, 570 Bourke Street Melbourne Vic 3000.**

YOU AND YOUR DOCTOR

We aim to provide ongoing personalised quality care. Your doctor gets to know you, your health, your job, your family, the way you react to illness and the many other aspects of your life that are difficult for strangers to learn quickly. We therefore encourage you to choose your own doctor and use that doctor's services regularly. For the pattern of even seemingly trivial complaints can be important in the many years you and your doctor get to know each other. It is not always possible to see your doctor, however here all our doctors use the same notes and your doctor will be able to see those notes next time you meet.

DISABLED ACCESS

Wheelchair access is available via the ramp.

IMMUNISATION PROVIDED AT MMC

All Government funded Childhood Immunisations are available at this Practice. Our Practice Nurse can provide routine Childhood Vaccinations by appointment. Patients requiring Tetanus injections after injury can also make an appointment with our Practice Nurse. All other vaccinations including travel vaccines will require a Doctors consultation.

SERVICES PROVIDED AT THE MEDICAL CENTRE

In addition to general medical consultations our practice offers the following services:

Cryotherapy (freezing) of warts and skin keratosis, removal of moles and skin lesions, counselling, suturing of lacerations, palliative care, shared care of pregnancies, sports medicine, diabetic care, physiotherapy, Medical examinations for pre-employment, insurance, police, crane and forklift licences, over 65 flu vaccination recall system, women's and men's health medicine, treatment of simple fractures, asthma education and management, pap smear recall program, workcover, QUIT smoking clinics and dietetic services.

If you are over the age of 75 you are eligible for a Health Assessment, we will provide you with a full health record that you can keep with you. These are upgraded once every 12 months-If you are interested please contact our office for an appointment

We also provide CARE PLANS for those of any age with ongoing medical conditions. They are a way of clarifying your medical needs & ensuring all health professionals involved in your care are adequately informed.

TREATMENT ROOM

The Practice has a treatment room utilised by the Practice Nurse for procedures, emergencies, dressings, immunisations etc.

PRACTICE ETHICAL CODE

Doctors and their Colleagues along with Staff at Mossfiel & Suprema Medical Centre have a commitment to continuing professional development. We aim to provide quality care to individuals and families in this community.

All consultations and medical records are kept strictly confidential.