

**Murray House Clinic**  
**13 Clyde Road, Berwick**  
**Phone: 9796 2222**                      **Fax: 9796 2918**



**WELCOME**

Thank you for choosing our clinic. We sincerely hope that we can develop a mutually beneficial and professional relationship. Please take a few moments to read our information sheet so that you can make the most of the services that we offer.

Murray House Clinic is an accredited clinic and all the doctors are vocationally registered, meet government standards and undergo continuous improvement and medical examination programs to maintain this status.

We aim to provide comprehensive general practice care to all individuals and families in this community.

Doctors

Dr. Michael Beech, Dr. R W Hastings, Dr. Kwai Lee, Dr Slavko Došlo and Dr Liliana Bardac

**PRACTICE STAFF**

**Practice Manager:** Sandra **Practice Nurses:** Heather, Fiona, Karen and Sarah

**Administrative staff:** Heather, Wendy, Hayley, Rebekka and Terry

**SERVICES PROVIDED AT THE CLINIC**

- Normal, prolonged or extended consultations
- Treatment of simple fractures
- Removal of moles and skin lesions
- Acupuncture
- Women's and men's health medicine
- Vaccinations and immunizations
- Cryotherapy (freezing) of warts and skin keratosis
- eHealth and HIC online

Appointments

Appointments can be made from 8:00am Weekdays, and 8:30 am Saturdays. The clinic is not open on Sundays and public holidays. All surgery times are by appointment. You can also make your appointment online.

We are a family doctor practice and in the interests of continuity of care, you should see your own family doctor where possible. During doctors' holidays and sick leave, it may be necessary to see one of the other doctors or a locum service is available. We have a newsletter that includes changes to clinic hours and the availability of your doctor during holiday times.

If you have a medical emergency, please alert the staff. They will have a nursing sister arrange to see you promptly. Our consultations are generally 10 minutes. However, if you have a complex problem, please assist us by making an extended appointment time.

**If you have acute chest pain, a major laceration or severe asthma, please proceed to the nearest hospital**

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### Clinic Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8am to 7pm	8am to 6pm	8am to 7pm	8am to 6pm	8am to 6pm	8am to 1pm

### After Hours

Contact details for care after surgery hours.

Locum	National Home Doctor Service	137425
Hospitals	Casey Public Hospital Kangan Drive, Berwick	8768 1200
	Dandenong Valley Private Hospital Police Road, Mulgrave	9795 7700

### Clinic Website, IT and Media

The practice website includes online booking, links and apps to make the clinic more accessible and providing access to health information for your convenience. We also have a self check in kiosk at the entrance of the clinic. Murray House Clinic staff are also able to register you for My Health Record and doctors and authorised staff can upload your history for you. We are linked with Medi Tracker for your convenience so you can have access to your healthcare information via an app on your phone. For access to both My Health Record and Medi Tracker you will need to create an account with MyGov. Information about both My Health record and Medi Tracker is available at the clinic and on our website.

### Home Visits

Home visits are a service provided to patients for urgent problems or if the patient is unable to get to the surgery because of their condition. These can be organised either with your doctor or through reception; please discuss the cost of a home visit with the receptionist when making your booking. If your doctor is unable to make a house call, the locum service will be called for you.

### Fees

Fees are charged between schedule and AMA rates; patients are required to settle accounts at the time of consultation. Payment can be made in cash, EFTPOS, cheque or credit card, while pensioners and health care card holders are currently bulk billed. Please ensure that you have your current card with you and show it at reception. A private patient (not on a health care or pension card) may be bulk billed at the doctor's discretion. However, doctors at the clinic are not obliged to bulk bill private patients. Patients may also send their invoice straight to Medicare using HIC online, with payment going straight into their bank account. You can also use the Medicare Express app to obtain your rebate.

### Monday to Saturday Fees

Item Number	Description	MHC Fee
3A	Brief surgery consultation	50.70
23B	Standard surgery consultation	75.00
36C	Long surgery consultation	117.15
44D	Prolonged surgery consultation	144.70

N.B. Acupuncture consultations are not bulk billed.

### Reminder and recall system

This practice is committed to preventative care. You may be contacted by the practice nurse via mail or telephone to follow up on test results. Our reminder and recall system also includes preventative health care such as Pap smears, Health Care Assessments, plans for asthma and diabetes and immunization.

### Management of your personal health information

The provision of quality health care is our principle concern. It requires a doctor-patient relationship of trust and confidentiality. Your doctor regards patient health information as confidential and will only collect this information with patient consent. A patient's personal information is handled in accordance with the privacy policy of this practice, which is consistent with privacy legislation.

### Collection, use and disclosure of your information

Information about a patient's medical and family health history is needed to provide accurate medical diagnosis and appropriate treatment. We adhere to all privacy regulations in our collection, storage and use of patient information. Consent forms are required to be completed for the practice and details may not be shared with other health care providers unless a consent form is completed.

It is necessary for us to keep patient information after their last attendance at this practice for as long as it is required by law, or is prudent having regard to administrative purposes.

Privacy policy is available on the website and at reception for your perusal.

### New patients

New patients are requested to provide information regarding current medications, by either providing a written list or to bring in the medications for the doctor to list on their history as current medications being taken. A consent form will also be requested to be completed which assists us in compliance with Medicare and HIC requirements, disclosure to specialists outside of this practice, recalls and auditing.

### Repeat prescriptions

Staff will not take phone requests for scripts. It is clinic policy that repeat prescriptions require a brief consultation with a practitioner.

A script may be provided for patients who cannot attend the clinic for a brief consultation, however the patient must have been seen at the practice within the past three months to obtain a script without consultation

### Specialists referrals

It is a legal requirement under the Medicare Act that a referral to a specialist only be given after due consideration by the treating doctor. Patients should also be aware that the specialist you are referred to may not bulk bill and a fee may be charged. If our medical secretary is making an appointment for you, this information will be passed on to you.. Patients should be aware that some personal information, such as address and phone number, may be required to be given when making an appointment on your behalf. Patients making their own appointments should ensure that fees are ascertained at the time of making appointment.

### Telephone calls

Most queries are best dealt with by consultation, but if it is appropriate, your doctor will discuss a telephone query with you. If the doctor concerned is consulting at the time of your call, your call will be returned as soon as the doctor has a free moment, or at the end of the session. Of course, emergency situations are an exception, and if you feel you have a serious problem that requires immediate attention, please inform the receptionist when you telephone. One of the staff will speak with the doctor or the ambulance services if necessary.

### Test results

Legislation regulating the medical industry require where possible that patients make an appointment to discuss test results and any further requirements. The doctors at the clinic receive many telephone calls and test results per day. It is much more beneficial for patients to make an appointment to see their doctor. Patients with test results returned outside of normal parameters will be contacted immediately by either a doctor or administrative staff on behalf of the doctor.

### Interpreter service

An interpreting service via telephone is available upon request. When making your appointment, please advise reception that you require an interpreter for your appointment and which language you speak. Please also request a double appointment or adequate time for your consultation. An onsite interpreter may be organised for your appointment. However, a minimum of 2 weeks notice is required by the interpreter service.

### Holidays

In a sense we all have four lives to lead: work, family, social and personal. We follow our own advice to achieve a balance between the demands placed on us. Whenever a particular doctor is unavailable (see newsletter), another doctor will maintain the continuity of care.

### Disabilities

We have ample wheelchair access to the surgery and a wheelchair is also available on site if required. If you require assistance, please ask reception or nursing staff.

### Smoking

For your own health and that of others, smoking is not permitted either in the clinic or within the surgery boundaries.

### Mobile phones

Mobile phones should be switched off before entering the surgery and use of mobile phones is not permissible inside the surgery.

### Suggestions and complaints

We constantly strive to give you the best possible care and attention. Practice policies are developed to meet current legislation regulating the health industry. If you have any suggestions or are unhappy about any aspect of our service, please ask to see the practice manager

In the event that we are not able to resolve a complaint to your satisfaction, you can contact the Health Services Commissioner at Level 30, 570 Burke Street, Melbourne 3000 (telephone 8601 5200).

Copies of relevant practice forms and notices are available on the website [www.murrayhouseclinic.com.au](http://www.murrayhouseclinic.com.au)

**We care about the service we provide. Please feel free to discuss it with us.**