



Dr Michael Beech
Dr Warren Hastings
Dr Kwai Lee
Dr Slavko Doslo
Dr Liliana Bardac
Dr Peter Trye

Patient Information Booklet

Welcome to Murray House Clinic. We sincerely hope that we can develop a mutually beneficial and professional relationship. Please take a few moments to read our Information Booklet 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.

Services Provided:

- *Normal, prolonged and extended consultations,*
- *Treatment of simple fractures,*
- *Skin and mole checks,*
- *Removal of mole and skin lesions,*
- *Acupuncture,*
- *Women's and Men's health medicine,*
- *Children's health and immunisations,*
- *Vaccinations and immunisations,*
- *Cryotherapy of warts and skin keratosis,*
- *eHealth and HIC online.*

Appointments can be made from 8am weekdays and 8:30am Saturdays by phoning (03) 9796 2222 or book online at www.murrayhouseclinic.com.au/bookings

If you require medical care when our clinic is closed, please call our After-Hours Doctor Service on **13 26 60**. However, if you have severe chest pain, a major laceration or severe asthma, please contact 000 or proceed to either one of the local emergency departments show below:

- Casey Hospital Emergency Department – 62-70 Kangan Drive, Berwick. Phone: (03) 8768 1200.
- Mulgrave Private Hospital – Blanton Drive, Mulgrave. Phone: (03) 9790 9333.

Keep up to date on the latest news and which Doctors are available via our quarterly newsletter (available on our website or from reception), our website or via our Facebook page. If your Doctor is away, one of our other Doctors at our clinic is able to continue your care.

Home Visits are available to regular patients who are within a reasonable proximity to the clinic and are unable to come to the clinic through illness or disability. If you require a home visit, please contact our reception to confirm what the cost will be and when the Doctor will be able to come to your home. If your Doctor is unable to carry out a home visit, the After-Hours Doctor Service contact number will be provided as an alternative.

Murray House Clinic is a Private Billing Clinic and our fee structure is available below, with payment required on the day of consultation via Cash, EFTPOS or Credit Card. We are able to claim your Medicare Rebate at Reception once payment has been made and credit this to an EFTPOS card linked with a cheque/savings account. In order to do this, a current valid Medicare Card must be presented at your appointment.

3A – Brief surgery consultation – \$55.70

23B – Standard surgery consultation – \$84.00

36C – Long surgery consultation – \$126.15

44D – Prolonged surgery consultation – \$154.70

Iron Infusions/Venesections \$120.00

Removal of Lesions \$80.00

Insertion or removal of Implanon \$80.00

Acupuncture consultations are not bulk billed.

If you hold a DVA Card, Centrelink or Pension Concession Card, please ensure that you bring this along with you to your appointment.

There will be additional fees for some procedures and consumables such as plaster or dressings. The costs will be made available to you when booking your appointment.

Failure for nonattendance to appointments may also attract a cancellation fee.

Your Privacy is our principle concern. Your Doctor regards patient health information as confidential and will only relay that information with your written consent. Please feel free to ask reception or download from our website a copy of our Privacy Policy.

This practice is committed to Preventative Care. From time to time, you may be contacted via SMS, telephone or mail to follow up on Test Results, Cervical Screening, Immunisations, Diabetic Reviews, Asthma Plan Reviews and Health Assessments. If you wish to opt out of our SMS contact, please advise our reception staff. You will be required to see your Doctor to receive your test results. Our staff are not permitted to give test results over the phone.

Repeat prescriptions and repeat referrals are unable to be provided without a brief consultation with your Doctor in order to review your condition. If you have visited the clinic recently and require a repeat script/referral, you may request this however from our website for a fee of \$21.00 plus a \$2.00 postage fee. The clinic reserves the right to refuse any request that they deem inappropriate to complete.

Most queries are best dealt with by consultation, however if appropriate, your Doctor will discuss your matter with you via telephone. Should the Doctor be consulting at the time of your call, it will be returned as soon as the Doctor is available. Alternatively, a nurse may be able to assist if your matter is urgent by liaising with the Doctor on your behalf.

If you are a Non-English speaking patient, a free telephone interpreting service is available free of charge arranged by our receptionist at the time of booking your appointment. We reserve the right to increase the length of this consultation to allow for this service.

We have ample wheelchair access to the surgery and a wheelchair is available onsite if assistance is required from the car into the surgery. Please ask our nursing or reception staff to assist you.

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

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

We care about the service we provide and encourage you to discuss this with us. There is a feedback box available at reception or you are welcome to download the form from our website.

If you are not satisfied with the outcome of your feedback or complaint, you can also contact:

Practice Manager

Murray House Clinic

13 Clyde Road, Berwick VIC 3806

If you are still not satisfied with the outcome of your feedback or complaint, you can opt to have it heard externally by contacting:

Health Services Commissioner

26th Floor, 570 Bourke Street, Melbourne VIC 3000

Phone: 1300 582 113.

Contact us:

Phone: (03) 9796 2222

Fax: (03) 9796 2223

www.murrayhouseclinic.com.au

Clinic Hours

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| Monday | 8am to 7pm |
| Tuesday | 8am to 6pm |
| Wednesday | 8am to 7pm |
| Thursday | 8am to 6pm |
| Friday | 8am to 6pm |
| Saturday | 8:30am to 1pm |
| Sunday | CLOSED |

