

MEDICAL PRACTICE INFORMATION SHEET

North Yarra Community Health

North Yarra Community Health

365 Hoddle Street
Collingwood
Vic 3066

Ph: 03 9411 4333 - Fax: 03 9411 4300

Doctors who consult at this Practice

Dr Karin Halewood
Dr Jenny Blackett Smith
Dr Kari Gleeson
Dr Tammara Greaves
Dr Christine Taylor
Dr Roheela D'Cruz

Dr Richard Teague
Dr Sue Baglow
Dr Warren Guo
Dr Fiona Enkelman
Dr Holly Lakey
Dr Amy Nicholas

Practice Hours (by appointment):

Monday to Friday: 8.30am - 6pm,
Saturday: 9.00am – 12.00noon,

Public Holidays: Closed
Sunday: Closed

Appointments:

Please ring 9411 4333 for an appointment. Every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen cancellation of a session, or your doctor 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 the appointment.

Emergency Appointments:

This practice operates on an appointment based system. In the case of an emergency our Clinic Nurse will see you and if necessary will arrange for you to be seen by a Doctor.

Walk In appointments:

For those patients who require a one off repeat of current medication, or a medical certificate, we have made available a time every day, from 2.10pm – 3.10pm, when you can call in and see a Doctor. **This time is only for repeat prescriptions or on the day medical certificates. No appointment is necessary for this visit. Please arrive as close to 2.00pm. as possible to ensure that you can be seen.** There may be a delay in being seen on some days if the session is full.

Women's' Clinic including pap tests.

Tuesday 1.30pm – 3.00pm @ Collingwood Centre

After hours care arrangements:

The practice provides 24 hour care for patients through Melbourne Medical Locum Service who provide a complete back up facility for your doctor. Always call us first on 9411 4333

Home Visits and Telephone Access:

Home visits are available for regular patients whose condition prevents them from attending the surgery. Doctors in the practice may be contacted during normal surgery hours. If the doctor is with a patient a message will be taken and you will be advised by the reception staff when it is likely that the doctor will return your call. Your call will always be put through to the doctor or nurse in an emergency, and the calls will be screened by the Receptionist who may ask you some questions.

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Richard Teague		8.50 – 12.10		8.50 – 12.10	
Dr Jenny Blackett Smith		2.30 – 5.30	10.30 – 5:30	10.30 – 5.00	10.00- 5.30
Dr Karin Halewood	10.00 – 6.00	9.30 – 6.00	9:30 – 2:00		
Dr Fiona Enkelman		8:30 – 5:30		8:30 – 5:30	
Dr Kari Gleeson			8.50 -5.30		
Dr Sue Baglow	9:00 – 5:30	8:30 – 5:00	8:30 – 6:00	12:30 – 6:00	8:30 -2:30
Dr Christine Taylor	9.30 – 12.00			9.30 – 12.00	
Dr Holly Lakey	9:30 – 3:00			9:30 – 3:30	
Dr Amy Nicholas		9:30 – 5:00	9:30 – 5:00	9:30 – 12:00	
Dr Tamarra Greaves				9.50 – 5.10	
Dr Roheela D'Cruz	9:00 – 5:30	9:00 – 5:30	9:00 – 5:30		9:00 – 5:30
Dr Warren Guo	10.30- 5.30				1.50 – 5.30

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Our practice currently participates in the RACGP training program. This provides us with an opportunity to employ GP Registrars who have applied to us through the program to complete a 6 month term with us during their General Practice rotation. This term may be extended to 12 months in the case of a GP who wishes to work part time. We currently have 1 GP in this program – Dr Fiona Enkelmann

Services available:

General medical consultations, refugee health, home visits, check ups, family planning, Pap smears, pregnancy tests, ECG: heart check, chronic disease management, care plans, counselling, vaccination: children and travel, minor surgery: suturing wounds, liquid nitrogen freezing therapy for sun spots and warts, nutritional advice, industrial medical advice and consultation, and skin checks.

Our Doctors work closely with our on site nurses, pharmacists and allied health services to ensure comprehensive care

Fees and billing arrangements: All medical service at North Yarra Community Health are Bulk Billed To enable us to provide this service we need to have your current Medicare card details as well as your Health Care Card details if you have one. Please ensure that you advise us of any changes. **Veterans may sign the service voucher.**

SMS Reminders

We routinely send SMS reminders to your mobile phone to remind you of your appointment – be sure to provide us with your current mobile number so that we can send you an SMS reminder – If you do not want us to send a reminder please advise our friendly reception team who will make a note on your file.

Reminder System:

Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

If your Doctor has ordered a test for you it is important that you make an appointment as soon as you have had your test so that your results can be given to you. Please ensure that all of your contact details are up to date as we may need to contact you if your result is abnormal.

Management of your Personal Health Information

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. A copy of our privacy policy is available on request from reception.

Transfer of Medical Records

If you wish to transfer your health record to another service provider please ask your new provider to send NYCH a transfer application form signed by you. Alternatively if you would like NYCH to obtain records from another service provider please see reception for a transfer application. Applications for the transfer of health records will be processed within 30 days of receiving the request.

Your rights:

NYCH respects the fundamental right of all clients and community members to have an accessible, confidential and constructive avenue for providing positive or negative feedback about NYCH services, and for having these comments or complaints dealt with in a fair and efficient way.

Written complaints or suggestions can be placed in the Suggestion Box, located at Reception at each centre, or given to any staff or Board member.

NYCH also welcomes verbal complaints. Verbal complaints may be about a minor matter that would not, in the normal course of events, generate a written complaint eg appearance of the centres, delays in appointment times.

If you have a problem we would like to hear about it.

Please feel free to talk to your doctor or a receptionist if you have a suggestion or complaint. The Practice Manager is also available to speak with you. Please ask a receptionist who will arrange this for you. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. All complaints are discussed at management level and a response is made in writing.

However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery, there are several options available including The Medical Registration Board, AMA or Health Care Complaints Commission at

VICTORIA

Victorian Health Services Commissioner
Level 30, 570 Bourke Street Melbourne, VIC 3000

Tel: 03 8601 5222

Regional Free Call number: 1800 136 066