

MEDICAL PRACTICE INFORMATION SHEET

North Yarra Community Health

North Yarra Community Health

75 Brunswick Street
Fitzroy
Vic 3065

Ph: 03 9411 3555 - Fax: 03 9411 3500

Drs who consult at this practice:

Dr Paul McCartney
Dr Peter Wright
Dr Simon Wilding
Dr Lara Kelly

Dr John Scopel
Dr Ohnmar John
Dr Tania Nishumura

Dr Katy Harrison
Dr Jacinthe Roy
Dr Sam Green

Practice Hours (by appointment):

Monday to Friday 9.00am – 6.00pm,
Saturday: 9.00am – 12.00noon,

Sunday: Closed

Appointments:

Please ring 9411 3555 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, 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.

Well Women's' Clinic including pap tests. Monday 1.30pm – 3.00pm @ our Centre 75 Brunswick St Fitzroy

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 3555

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. 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.

Doctors current sessions – please note these times may change without notice

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Paul McCartney		9.00 – 2.00	9.00 – 6.00	9.00 - 6.00	
Dr Simon Wilding		2.00 – 5.00		9.00 – 12.00	
Dr Tania Nishimura		9.00 – 12.00			
Dr Sam Green		1.00 – 5.00	9.00 – 5.00		
Dr Peter Wright		9.00 - 12.00	9.00 – 12.00		9.00 – 12.00
Dr Katy Harrison		2.00 - 6.00	9.00 – 1.00		9.00 – 5.00
Dr Jacinthe Roy	9.00 – 6.00	9.00 – 6.00			9.00 – 6.00
Dr John Scopel	12.00 – 5.30			1.00 – 5.30	1.30 – 5.00
Dr Ohnmar John		9.00 – 6.00			
Dr Lara Kelly		9.00 – 6.00	9.00- 6.00		10.00- 6.00

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Our practice currently participates in the RACGP training program. This program offers an opportunity for us to employ Doctors who are fully qualified and have applied to undertake specialised training in General Practice. These terms are usually for 6 months although sometimes they may be with us for 12 months.

Services available:

General medical consultations, refugee health, home visits, check ups, family planning, Pap smears, pregnancy tests, ECG: heart check, health assessments, 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. Please ensure that you bring your cards with you and 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 a 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. Please feel free to talk to the Reception Team Leader at Fitzroy or Collingwood centres.

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

Please feel free to talk to your doctor or 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 centre 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