

Point Lonsdale Medical Group

Visions & Values

We are proactive in promoting and achieving high quality comprehensive medical care that is patient centred, accessible, timely and responsive to community needs.

We believe in treating all patients with respect in an efficient, friendly and courteous manner.

We are committed to continuous quality improvement in the service we provide, and also in the training of the next generation of doctors.

We value each other's ideas and skills which drive our practice's collaborative culture.

We are a fully accredited practice with AGPAL.

The Doctors

Dr Geoff Allen	Dr Daniel McCurdy
Dr Catherine Condon	Dr Janet Reid
Dr Talia Follett	Dr Joe Spencer
Dr Simon Horne	Dr Ineke Woodhill
Dr Jacquie Johnston	Dr Helen Dyett
Dr Holly Lakey	Dr Joshua Beckwith
Dr Annie Mason	Dr Reshma Mohammed

Registrars

Point Lonsdale Medical Group is an accredited teaching practice for the post graduate training of Registrars. They are fully graduated doctors who are training to become General Practitioners.

Clinic Nurses

Our clinic nurses are an integral part of the practice. They provide acute care as well as health assessments, diabetes care and chronic disease management.

Practice Staff

Our Practice Coordinator Debra is happy to assist you in any way she can.

Our reception staff will attend to your appointment scheduling and any other help you might need.

On Call Service

The practice provides an on-call service via the "Home Visiting Doctor Service".

Please phone **13 74 25** for when an urgent after-hours home visit is required.

Hours from: 6pm- weekdays, 12pm Saturday, all day Sunday & Public holidays.

After hours home visits provided by the "Home Visiting Doctors Service" are bulk billed if you hold a Medicare or Gold DVA card.

In the event of a medical emergency call the ambulance on 000.

Appointments

Appointments can be made by phoning **52580888** or online through our website:

www.pointlonsdalemedicalgroup.com.au

* If the online appointments do not meet your requirements please ring reception.

There are **urgent appointments** allocated each day. Please contact reception as early as possible on the day.

Phone Hours:

Monday to Thursday - 8:30am- 6:45pm

Friday - 8:30am – 5:00pm

Saturday 9:00am – 1:00pm.

Sunday – walk in clinic only, please ring the bell at the Ambulance entry at the back of the building off Nelson Road.

Brief Consultations are available daily for requests such as repeat prescriptions and simple problems.

Long Consultations are available on request. These are especially suitable if you have a list of problems you would like to discuss. Please advise reception staff that you require a longer consultation when making your appointment.

There are dedicated **Skin Clinics** and **Women's Health Clinics** available. Please book in at reception.

Test Results

The Practice believes it is very important to follow up your results. Your doctor will discuss with you the best way to do this and usually this is a follow up consultation.

You can get your results via the phone as follows:

- If your results are normal, reception staff can inform you.
- Your doctor may ask the nurse to contact you to discuss your results.
- If you would like to speak to a nurse, please ask.
- If your doctor would like to see you, the practice will contact you for a non-urgent appointment.
- If your result needs urgent attention, we will contact you straight away.

Please ensure you advise the practice of any changes to your contact details.

Telephone Messages

We appreciate that all phone messages are important and we aim to deal with them as efficiently as we can. Doctors are not able to take phone calls during consultation sessions unless it is an emergency. We will endeavour to return calls as soon as possible.

Fees

Consultation	Fee	Out of pocket
Standard	\$78.20	\$40
Long	\$113.95	\$40
Extended	\$148.85	\$40
After Hours (Sunday & Public Holidays)		
Standard	\$100	\$50.20
Long	\$135	\$49.70

***Monday to Friday our practice bulk bills most pensioners, health care card holders and people in genuine financial hardship. For all other consultations a fee will apply.**

***Procedures are to be paid in full. The Medicare rebate will be paid directly to the patient with an out of pocket expense between \$50-\$85 depending on the procedure.**

Home Visits and Nursing Homes

Home visits are provided by the doctors when necessary. The doctors regularly visit the local nursing homes and are committed to providing quality care to residents.

Privacy

This Practice complies with the National & Health Privacy Principles. We are committed to maintaining the confidentiality 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 authorized members of staff.

SMS & Email

Due to privacy concerns we do not use SMS or regular email for communicating clinical information with patients. We can on request use encrypted email which is passcode protected. Appointment reminders are sent via SMS to patients.

Reminder Systems

The Practice has a reminder system for patients. We send a reminder SMS/letter when they are due for a follow up test or review.

We also participate in some State and Federal Government reminder systems and registers.

Patient Information Transfer

This Practice is more than happy to transfer your medical information to other Medical Practices as requested by you.

Your request for transfer must also include a signed release form. These can be obtained at our reception or from the practice requesting your information.

Please note: A fee of \$16.50 will apply and is the responsibility of the patient to pay this.

Zero Tolerance

Please help us make our clinic a safe place for everyone. Treat everyone with respect. Anyone who yells or otherwise threatens the safety of others will be asked to leave.

Problems, Issues, Complaints

If you have any concerns, please feel free to discuss with any of us or complete a feedback form. We are interested in feedback from our patients.

If you have a complaint and you feel we have not dealt with it to your satisfaction, you may contact the Health Services Commissioner at this address.

Victoria

Office of the Health Services Commissioner

Telephone: 1300 582 113

Web: www.health.vic.gov.au

EST^d 1972

POINT LONSDALE MEDICAL GROUP

4 NELSON ROAD, PO BOX 26, POINT LONSDALE, VIC 3225

PH: (03) 52580888 FAX: (03) 52582900

www.pointlonsdalemedicalgroup.com.au

PRACTICE INFORMATION



Opening Hours

Monday to Thursday

7:30am to 7:00pm

Friday 7:30am to 5:00pm

Saturday 9:00am to 1:00pm

Sunday 10:00am to 12:00pm

Public Holidays 9:00am to 12:00pm

Phone Hours:

Monday to Thursday - 8:30am- 6:45pm

Friday - 8:30am – 5:00pm

Saturday 9:00am – 1:00pm.