



Patient Information

Contact Details:

5 Dawson Street, Upper Ferntree Gully, Vic. 3156

Phone: (Upper Ferntree Gully Medical Centre) 9752 3248, www.upperftgclinic.com.au

Phone: (Eastern Skin Cancer Clinic) 9752 3268, www.easternskincc.com.au

Fax: 9752 3294

Opening Hours:

9am to 5pm Monday, Tuesday, Wednesday and Friday. 9am to 7pm Thursday

Our clinic is not open on weekends.

After hours care is provided by **The Australian Locum Doctor Service**. If you require a doctor outside of our operating hours please phone: 13 26 60. For all emergencies, please call **000**.

Our Fees: Upper Ferntree Gully Medical Clinic

- The fee for a standard 15-minute consultation is \$69.00. The Medicare rebate is \$37.05.
- The fee for a longer 30-minute consultation is \$130.00. The Medicare rebate is \$71.70.
- For longer consultations i.e. over 45 minutes, fees will vary. The Medicare rebate for appointments 45 minutes or longer is \$105.55.
- We have a mix of billing to suit everyone, including bulk billing options. A detailed explanation of our fee structure is available on our website: www.upperftgclinic.com.au

Our Fees: Eastern Skin Cancer Clinic

- Fees for a standard Full Skin Check are \$100 with a Medicare rebate of \$37.05. This cost varies depending on age and pension status and will be fully explained to you at the time of booking your appointment.
- A gap fee is payable for all procedures and is charged per 15 minutes. This will be discussed with you prior to your procedure date being booked.
- A detailed explanation of our fee structure is available on our website: www.easternskincc.com.au

Our Team:

Upper Ferntree Gully Medical Clinic & Eastern Skin Cancer Clinic

Doctors:

Dr Loredana Reid, BMBS FRACGP

Dr Matt Reid, BMBS MMed (Skin Cancer) DipDerm FRACGP

Practice Nurse:

Sr Sue Neilson

Practice Management and Front Desk team:

Marea Hinkley

Carolyn McNamara

Complaints:

We welcome your feedback and comments on your experience in our clinics. In the event you have a complaint about our service, these can be addressed to The Practice Manager, Upper Ferntree Gully Medical Clinic & Eastern Skin Cancer Clinic and every attempt will be made to resolve any issues. If you do not feel that your concerns have been adequately addressed, please contact The Office of the Health Services Commissioner on:

- 1300 582 113, **Or by mail:** Health Services Commissioner, 26th Floor, 570 Bourke Street, Melbourne. 3000



Privacy:

Upper Ferntree Gully Medical Clinic and Eastern Skin Cancer Clinic take their obligations under the Victorian Health Records Act 2001 and the Commonwealth Privacy Act 1988 seriously. Only members of the professional team involved in your health care will have access to your personal information. We collect information from you so that we may properly assess, diagnose, treat and be pro-active in your healthcare needs. This may include:

- Disclosure to others involved in your healthcare, including treating doctors, pathology services, radiology services and other specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following the referrals
- Disclosure to enable recording on medical registers (example the diabetes register or Pap test register)
- Administrative purposes in running our medical practice, including our insurer or medical indemnity provider, and quality assurance and accreditation bodies
- Billing purposes, including providing information to the Health Insurance Commission (Medicare) and other organisations responsible for the financial aspects of your care
- Images taken at this clinic may be used for the purposes of research, education and referral for opinion. These images will always be de-identified.

Contacting our Clinics:

For all appointments, results and general enquiries, etc. please contact us by telephone:

9752 3248 for Upper Ferntree Gully Medical Clinic; and

9752 3268 for Eastern Skin Cancer Clinic.

If you need to speak with your doctor please inform our reception staff. Please note that it may not be possible to speak directly with your doctor at the time of your call and if this is the case, a message will be forwarded to your doctor for follow up.

Please be aware that we do not communicate via email with individual patients as it is not possible to guarantee the protection of your privacy.

Reminders & Recalls

As part of our ongoing patient care, our practice provides patients with reminders for Health Checks, Skin Checks, Immunisation, and Pap Smears. Please notify our reception staff if you do not wish to receive this type of information from our clinics.

For follow up of test results, you will be informed of approximately when your results will be back & to make an appointment to obtain test results. Our staff may also contact you via telephone to let you know if the doctor has requested to see you. All urgent results will be followed up with the patient directly.

If you have any questions after reading this information, please do not hesitate to speak with one of our team.