

Practice Information Sheet

Opening Hours

Monday – Wednesday	08:30am – 6:00pm
Thursday – Friday	08:30am – 5:00pm
Sunday	9.00am – 2:00pm
Public Holidays	Closed

After-hours & Emergency

If you need to see a doctor while the clinic is closed, go to GV Health Emergency Department located in Graham. For all emergencies, please call 000.

Practice Doctors

Dr Michael Ogungbe
MBBS, FRACGP

Dr Sumera Rashid
MBBS, FRACGP

Dr Oluremi Kehinde
MBBS, FRACGP

Practice Nurses

Bethany Oliver

Practice Manager

Tolu Ogungbe

Reception staff

Rebecca	Karmjeet
Amy	Joanne

Our services

- Health Assessments
- Skin and mole check
- Cervical Screening Tests (Pap Smears)
- Childhood Immunisations
- Mental Health Treatment Plans
- Minor Surgeries / Ear Cleaning
- Skin Lesion Removal by Cryotherapy
- Immunisations for Adults
- Obstetric Care and Advice
- Wound Care and Management
- Blood Pressure Checks
- Family Planning
- Medication Reviews
- Chronic illness management
- Iron Infusion
- Travel Vaccinations
- Management of Chronic Illness
- Pathology Services

- Sexual Health
- Anti-smoking Advice
- Women's Health
- Men's Health
- Work cover- For existing patients

Home Visits

Home visits at the discretion of the doctor is available for regular patients whose condition prevents them from attending the clinic.

Fees and billing arrangements

Bulk Billing available to patients who hold a valid Health Care Card.

Services with a gap fee

Mirena removal	\$110
Pre employment check	\$150
Driver's license VIC road	\$150
Driver's license Commercial	\$200
Travel Vaccination	Ask reception

Non-Medicare Funded Services

A Standard Consultation for Patients without a Medicare Card and employment assessments such as medical assessments of Taxi drivers. Please ask the front desk regarding fees for allied health.

Appointments

To make an appointment, Call us on (03) 5814 3131, book online at www.pphealth.com.au or HotDoc

Please notify reception if you believe your matter is an emergency, emergencies will always be given priority.

Longer Consultations

Longer consultation times are available, please advise the receptionist if you require extra time.

Appointment Cancellation Policy

Please provide at least 2 hours' notice if you are unable to attend the appointment. Failure to do so will incur a \$45 cancellation fee. Repeated no shows without notice may result in a restriction being placed on your patient record, and you will not be able to make further appointments.

Notification of appointments made

In most cases, (if the appointment was made more than 24 hours before the consultation time) you will receive an SMS to confirm or cancel your appointment.

New patients' online registration Form

Once appointments are confirmed via an email/SMS, you will be sent a link to complete initial registration details. If the online registration was not completed, you will be given a longer registration form to complete.

Test Results

We do not provide test results over the phone. If you have been sent for a test, please make an appointment to discuss the results with your doctor 2-3 days later.

Notification of urgent test results

You will receive a telephone call from our nurse informing you to make an appointment urgently.

Notification of non-urgent test results

If the results do not need to be discussed with the doctor, we will not recall you. However, if you would like the results to be clarified with you, then please make an appointment 2-3 days after the test day.

Reminder System

Our practice is committed to preventative healthcare. You have the option of registering to receive reminder notices regarding health services appropriate to your care. If you have requested this service then you will be notified of reminders via SMS.

Opting out of SMS reminders

Please inform the receptionist if you do not want to receive any of the mentioned reminders above via SMS.

Communication/telephone policy

If you ring the clinic and want to speak to one of our doctors, one of our staff will take your details so that the doctor can ring you back. We will only interrupt the doctor's consultation if the problem is urgent.

Communication/electronic Communication Policy

Our practice permits patients to seek non-urgent advice or information electronically if a face-to-face consultation is deemed unnecessary by the general practitioner. Any significant electronic communication with patients is documented in their health records.

Email policy

Our email policy stipulates that only non-clinical matters are addressed via email. Please note that consulting or advice services are not provided through email correspondence. Our email account is regularly monitored during standard business hours, and we aim to reply to inquiries within three business days.

Disabled Access

Disabled access is provided via our main entrance. This access is also suitable for pram access or for patients who have difficulty with steps.

Your privacy

Our practice is committed to maintaining the confidentiality of your personal health information. For more details, please ask reception staff to see a copy of our Privacy Policy.

Engaging with Other Services and Referrals

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care.

If Patients Require Communication Services

Patients who require communication assistance such as interpreter and Auslan services are asked to let reception staff know when making the appointment or telephone the interpreting hotline on 131 450

Patient Rights

As a patient, you have the right to, and are encouraged, to participate in decisions about your healthcare.

Patient Feedback

Please feel free to talk to your doctor or reception staff if you have any suggestions or are unhappy with our service.

We take your concerns, suggestions and complaints seriously. However, if you feel that you need to discuss the matter outside the surgery, you may contact

The Health Complaints Commissioner

Phone: 1300 582 113

website: hcc.vic.gov.au