Services Provided

- Family Medical Care
- Women's Health, H.R.T., Pap Smears and Breast Disease Management including Shared Antenatal Care
- Paediatric Medicine including all Children's Vaccinations
- General and Occupational Medicine
- Asthma and Allergy Management
- Sports Medicine
- Traveller's Health – Overseas Advice and Vaccinations
- Weight Control and Exercise Prescription
- Skin Treatment including Minor Surgery of Skin Lesions
- Counselling and Stress Management
- Female Doctors are available at different sessions throughout the week during normal clinic hours

Medical Billing and Supply Charges

Guardian Medical Highpoint is a mixed billing medical centre. Children under the age of 15 years, Government Concession and Aged Pensioners will be Bulk Billed during normal business hours. Private fees apply to all other patients and are to be paid on the day of consultation. Higher fees apply for longer consultations, procedures, consultations on a Saturday and from 5pm on weekdays. Patients will also be privately billed for Home Visits.

All private fees may vary from Doctor to Doctor depending on whom you see and the holders of a current Medicare Card may be entitled to a Medicare Rebate which can be claimed at the time of consultation using Medicare Easyclaim - no more trips to the Medicare Office!
Sometimes an additional charge will apply for some vaccines that are not covered or refunded by Medicare. For certain procedures and tests that are not Medicare rebateable, the potential out of pocket fee for these will be discussed with you during consultation. For clarification on fees and charges, please contact Reception Staff.

Patient Health Information

Your medical document is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au

Transfer of Patient Files

The practice will transfer patient files upon signed request from the patient to the new Medical Practitioner. A fee will be charged in relation to the transfer and the cost will be based on the size of the file to be transferred. The fee will have to be paid prior to the file being transferred.

Medical Records Access

Under the Federal Privacy Act patients are only permitted access to medical information, which was processed on or after 21st December 2001.
A Medical Records Access Form can be obtained from the Reception Staff as well as a payment schedule guide in relation to fees and charges applicable. Access to medical records will be granted following a 21-day preparation period commencing once the request for access is lodged.

Complaints

Patient Satisfaction affects health outcomes and this Practice acknowledges that patient complaints are an important source of customer feedback.

Under the Health Services (Conciliation and Review) Act 1987 people with complaints should try to resolve them directly with the health service provider. If a satisfactory outcome is not achieved then the complaint can go directly to the Health Complaints Commissioner for action. The public may also call the office of the Health Services Commissioner at any time concerning a query or to report one. The phone number for the Commissioner's department is **1300 582 113**.

Guardian Medical Highpoint

Information For Patients

Opening Hours

Monday – Friday	8:30am – 6:00pm
Saturday	9:00am – 1:00pm
Sunday	Closed

General Practitioners

Dr Wesley Joseph
Dr Daniel Chatfield

Nursing Staff

Ange, Mina, and Anh

Receptionists

Janine, Kyareen, Wendy, Vicki, Marcella, Alannah and Grace

NEW LOCATION
63 Union Road
Ascot Vale 3032

Ph: 9318 4000
Email:
reception.highpoint@guardianmedical.com.au

Welcome to
Guardian Medical Highpoint

We aim to provide the finest of primary medical care to valued patients in a bright, friendly and relaxed environment. We aim to treat you with the dignity, respect, kindness and courtesy that you deserve. Please spend a minute reading this brochure to help us achieve this goal.

Consulting Hours

Monday to Friday	8:30am – 6:00pm
Saturday	9:00am – 1:00pm
Sunday/Public Holidays	Closed

Reception

On your arrival, please check-in with Reception as your entry may go unnoticed. Please advise the receptionist of any changes to your address, telephone number or Medicare number. Then relax in our reception area. Should you require assistance, please feel free to ask at reception.

Appointments

Consultation by appointment is preferred but patients who are very ill will be seen without appointment with as little delay as possible. Urgent medical problems like injuries, do take priority on appointments.

When making an appointment please indicate the name of the patient to be seen, your preferred doctor, whether the consultation is in regard to a WorkCover related problem or medical examination and report or any complex or multiple problems or overseas vaccination.

These consults may require additional time or for the most appropriate specialised Doctor to be allocated to you. It may be necessary to explain the billing arrangements to you. Medicare may not make payments for some Medicals.

At *Guardian Medical Highpoint* we try to keep appointment times. Your doctor may be running behind time due to unpredictable daily events. If your doctor is running behind time, please understand that this is a result of servicing patients. If you are unable to keep an appointment, please let us know as soon as possible as another patient may then be able to see a doctor. Whenever possible each patient may see the doctor he or she chooses but it may not be possible to see your doctor of choice at every visit nor at the time of your choosing.

Test Results

A second consultation is preferred as it is in your best interests to obtain as much information as possible from your doctor. It is vital that you fully understand the result and to allow your doctor to manage you further if so required.

For X-Ray and other radiological results, it is policy that your doctor sees you in regards to the X-Rays and for them to be given back to you for safekeeping.

If not collected they may be destroyed after 3 months.

Home Visits

It is always desirable for patients to be seen at the Centre as your doctor can examine and treat you more efficiently where all our facilities are available. If, however, the patient is too ill to attend the Centre then a house call can be arranged where such visits are deemed safe and reasonable. Please ring as early as possible in the day for arrangements to be made. Generally, bulk billing is not available for such calls.

Repeat Prescriptions

We strongly urge you to make an appointment for all prescriptions as repeat prescriptions will not be issued by phone request. Mistakes can be made over the phone with drug names and strengths of medications. Drug interactions and control checks on your health problems need to be made by your doctor. Your doctor may know of all the medicines you are using and there may be a conflict between medications used. It is necessary to record of all prescriptions given in your file.

Reminder System

The practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or receptionist know.

Communication Policy

Phone Calls - Routine phone calls to doctors are not encouraged during busy consulting sessions. All calls will be screened by reception and urgent calls put through to the Doctor at the end of each consultation. Routine calls may be returned at the end of the consulting session.

Emails - The practice does not transfer patient information via email unless it is securely encrypted according to industry and best practice standards.

Suggestion Box

A suggestion box is located in the main waiting area. We will be very happy to hear your comments and suggestions as to how we can better the service to you.

Translating Service

You have a right to receive appropriate communication about your healthcare in a way you understand. With the translating and interpreter service, you will be connected on the phone with someone who speaks your language, so that they can help you to communicate. Please note interpreters must be booked ahead of time for on-site visits - to ensure a person who speaks your language is available

After Hours Medical Service

For after hour's medical attention you may contact our **Locum Service on 13 26 60** or attend the Emergency Department of the **Western, Royal Melbourne or Epworth Hospital**.

For Ambulance services please phone 000