

OVERSEAS IMMUNISATION

Please make an appointment with your Doctor well in advance of your expected departure date to discuss your immunisation requirements. Please bring your itinerary. Carn-Brae Clinic is also an accredited Yellow Fever Vaccination centre.

RECALL AND REMINDER SYSTEM

Our Practice is committed to preventative care. Your Doctor will seek your permission to be included on 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 advise your reception or your doctor. In the case of abnormal test & imaging results, this Practice has a system of patient recall, whereby you will be contacted by telephone or post.

REPEAT PRESCRIPTIONS

The Doctors at this Practice require patients to make a brief consultation for repeat prescriptions. Exceptions to this protocol need to be discussed with your Doctor in advance.

A \$10 charge will apply.

TELEPHONE ACCESS TO DOCTORS

Your doctor cannot give you their full attention if they are interrupted by phone calls. All medical matters must be dealt with by a consultation rather than by phone. If however, you are asked by your doctor to ring, our receptionists can either put you through to the doctor, or take down your details and the doctor will call at their earliest convenience.

TRANSLATION AND INTERPRETER SERVICE

This service is available upon request for patients who speak languages other than English.

NATIONAL RELAY SERVICE

This service is available upon request for deaf patients.

PRIVACY STATEMENT

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 staff members.

ETHICAL CODE

The practice aim is to provide continuity of care, best practice, appropriate appointments, and confidentiality. If there are problems perceived with the service or care provided, please inform your Doctor so these matters can be addressed promptly.

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.



17 Errard Street North, Ballarat, 3350

Ph: 5332 1501 Fax: 5331 8860

www.carnbrae.com.au

After Hours GP Helpline – 1800 022 222

CARN-BRAE CLINIC

Practice Information Brochure

Dr Frank Marton

MB:BS, FRACGP, FACRRM, Dip Obs

Dr Ahmed Alwan

MB:BS, FRACGP, MB:ch B, MSC

Dr Shirani Kodituwakkuarachchi

MB:BS, FRACGP

Dr Dileepa Jayaweera

MB:BS, FRACGP, Em Cert ACEM, DCH

Dr Chamika Gamage

MB:BS, FRACGP, SCHP(Dip.Child H)

Helen Payne

Registered Nurse

Jeniffer Leonard

Registered Nurse

Karen Park

Practice Manager

OFFICE HOURS

Our office is able to be contacted by telephone Monday to Friday, from 9:00am to 6:00pm.

ACCREDITATION

This practice is accredited through AGPAL.

APPOINTMENTS

Session Times: 8.30am – 12.15pm
 1.30am – 6:00pm

*Dr Frank Marton does provide evening sessions most **Wednesdays from 6pm to 8pm** to assist those unable to attend during general office hours. Bookings are necessary.*

Standard appointments are of 10 minutes duration. When booking, please indicate whether you will need a longer appointment, e.g. multiple problems, pre-employment medical, insurance or Centrelink forms etc.

You may be asked by your doctor to make a further appointment if your condition is complex.

Separate appointments are required for all family members needing a consultation.

AFTER HOURS ARRANGEMENT

This practice provides 24 Hour care for patients on a roster system shared with GPs from neighbouring practices.

Please call 1800 022 222 for the After-Hours GP hotline.

CHILDHOOD IMMUNISATIONS

All children are immunised as per the Child Health Record Book.

Two appointments are required when booking for immunisation. The first with practice nurse for Child Health Record Book completion, and consent; and the second with the doctor to give injection(s).

EMERGENCIES

Phone immediately and explain the situation to the receptionist who will either put your call straight through to the doctor, arrange for the patient to be seen as soon as possible, or arrange other emergency care such as ambulance, hospital assessment or admission.

FEES AND BILLING ARRANGEMENTS

All doctors' fee schedules are displayed at reception. Payment on the day of consultation is expected. If you are experiencing difficulty with payment, please discuss the matter with your doctor. There may be a charge for non-attendance of consultations.

Only children aged 16 years and under, DVA Card holders and Pension Card holder aged 65 years or older will be bulk-billed.

Health Care Card holders will not be bulk-billed.

ONLINE APPOINTMENTS

Carn-Brae Clinic offers online appointments through our website (www.carnbrae.com.au). These are able to be booked up to 2 weeks in advance, where the doctor has available appointments.

HOME VISITS

Whenever possible patients are seen at the Practice where proper facilities are available for examination and diagnosis.

Home visits are made for the infirm, very sick and elderly. These visits may need to be discussed with your Doctor.

NO SMOKING POLICY

Smoking is not permitted in the building, or on the grounds.

WALK-IN CLINIC

Carn-Brae Clinic offers a walk-in clinic with Dr Jay, from Monday to Wednesday, 3pm to 4pm. No appointments are necessary. **Existing patients only**

EVENING CLINIC

Each Wednesday Dr Marton provides an evening session for patients that are unable to attend during regular office hours. These appointments need to be booked in advance.

SKIN CHECKS

Dr Shirani and Dr Jay provide full body skin checks using DermDoc® mole mapping technology. This appointment will take approximately an hour. There is a fee associated, which you will be advised of when booking the appointment.

EMAILS TO THE PRACTICE

Carn-Brae Clinic does not accept emails containing patient's personal information, any emails received that contain a patient's personal information will be immediately deleted.