



Armstrong Health
731-739 Barwon Heads Road, Armstrong Creek
VIC, 3217
Ph: 03 5211 4891, Fax: 03 5211 4930
care@armstronghealth.com.au
www.armstronghealth.com.au

Hours:
Monday- Friday 9:00 am – 5:00 pm
Saturday: 9:00 am – 12 noon
Sunday & Public Holidays: CLOSED
After Hours 13 7425

PRACTICE INFORMATION SHEET

DOCTORS

Dr Saba Qutub
Dr Faisal Murad
Dr Arooj Ali
Dr Anushia Vijayadass

APPOINTMENTS

Consultations are made by appointment with the Doctor of your choice. Urgent cases are seen by the first available Doctor. If your appointment is not for a standard consultation, we would appreciate you letting the receptionist know so that extra time may be allowed. Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays. Appointments can be made online via our website.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our Practice Nurse. If you feel you require a longer consultation time than 15 minutes, please notify reception when making your appointment, examples of these may be procedures, skin checks, multiple medical issues eg. Pap smear combined with other medical issues, health plans, mental health plans and consultation, immunisation, diabetes checks.

AFTER HOURS

Medical care is available on a 24-hour basis covered by the Home Doctor Service. **For emergencies ring 000.** If you require medical attention outside our opening hours, please telephone 137 425 (13 SICK) and you will be advised of current arrangements. If on occasion you are seen by a Doctor from Home Doctor Service, a full written report will be faxed to us for inclusion in your records, the next day. We team with Home Doctor Services to ensure our patients have quality medical care available 24 hours a day, 365 days a year.

HOME VISITS – are done at the discretion of the Dr's.

Doctors may perform home visits when appropriate, and if time allows. However, they are generally restricted to those who are a regular patient of our Doctors and are too frail or ill to get to the surgery. We have better facilities to accurately diagnose and treat you at the practice than are possible at home.

WALK-IN PATIENTS

We prefer to see patients by prior appointments. Appointments can be booked online through our website or by calling our clinic. Walk-in appointments are usually not available. We try to accommodate walk-in patients if it requires urgent medical attention depending on our availability.

SERVICES OFFERED BY THE PRACTICE

General Medicine
Skin and mole checks
Minor operations for removal of cysts, moles and skin cancers
Cryotherapy (freezing) of sun spots
Childhood & Adult routine and travel vaccinations
Paediatrics/child health checks
ECG's & Respiratory function tests (Spirometry)
Family planning/contraceptive advice
Women's preventative health, breast checks and CST
Antenatal and postnatal care
Men's preventative Health
Sutures to lacerations, plasters for limb fractures
Health assessments, Aged care
Chronic diseases Management such as asthma, diabetes and heart disease
Weight loss or gain advice
Counselling and mental health
Medicals – workplace, insurance, WorkCover

FEES

Armstrong Heath is a mixed billing clinic. Pensioners and Children under 16 years old attract a discount. We bulkbill individuals 85 years and older. All patients will need to finalise their accounts at the time of consultation. Payments can be accepted in the form of cash, EFTPOS, MasterCard or Visa. Medicare rebates can be claimed from Medicare instantly into the patient's bank account if they provide an EFTPOS card at the time of payment or via online patient

Item	Standard	Pensioner	Medicare
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Description	Fee	fee	Rebate
Standard	\$79	\$69	\$39.10
Long 20-30min	\$125	\$115	\$75.75
Prolonged >40min	\$161	\$151	\$111.50
Skin Check	\$130	\$120	\$75.75
Mirena Insertion	\$280.65	\$280.65	\$130.65
Telehealth > 6 min,	\$79	\$69	\$39.10

NON-ATTENDANCE FEE Please note a **Non-Attendance Fee of \$40** is payable if a patient does not attend their appointment or if the appointment is cancelled with less than 2 hours notice. Subsequent appointment not attended or cancelled without providing 2 hours notices, incur the full private consultation fee. If the patient fails to attend an appointment again without prior notice, their registration status at the practice will be reviewed and their removal from the practice list will be considered a serious option.

TELEPHONE CALLS Our switchboard is very busy early in the morning with patients making appointments. We would appreciate patients who have non-urgent queries to phone later in the morning. Doctors who are busy consulting will return calls as soon as practical/as soon as they are able. Emergency calls are an exception and will be taken immediately.

ELECTRONIC COMMUNICATION Electronic communication is available through the email address care@armstronghealth.com.au. Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner, which can take up to a week. Therefore no urgent information or message should be communicated via email. Email should not be used for booking or cancelling appointments. All URGENT messages, appointments should be made and cancelled via calling us on 0352114891. Our written policy on receiving and returning electronic communication can be requested from reception or found on the clinic website. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or available for collection by arrangement.

SUGGESTIONS AND COMPLAINTS To assist with ongoing quality and improvement patient feedback is appreciated. Our suggestion box can be found in our waiting room. We feel that problems are best dealt with within the practice and would encourage you to speak to your Doctor or Practice Manager. If you feel the matter can not be discussed you may prefer to contact: Victorian Health Services Commissioner, Level 30 – 570 Bourke Street Melbourne, VIC 3000, PH: 03 8601 522

claiming. Mental health consultations and medical reports attract different fees. Some procedures, dressings, vaccines and other items may also incur a separate fee. Please ask at reception for a full explanation in relation to our fees if required. Medical examinations such as for insurance, pre-employment, taxi driver's licenses, truck driver's licenses and superannuation purposes do not attract a Medicare rebate and must be paid for at the time of the consultation.

The following is provided as a **basic guide to common fees** based on the Medicare rebates for consultations with one of our general practitioners as of May 2017.

YOUR PRIVACY Armstrong Health Medical respects your privacy. 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 members of staff. Please ask a member of Reception if you would like a copy of our Privacy Policy or you can access the Privacy Policy on the clinic website.

Results It is appreciated if patient telephone for test results 1-2 days after your investigations. For anything other than straightforward test results, it may be best for you to make an appointment to see your doctor to discuss them thoroughly. When the results are reviewed and an abnormality is found, we will attempt to contact you. Please ensure that we have your current contact phone numbers and address. Please be aware that when your doctor for pathology tests, imaging or if you are referred to see a specialist refers you you may incur Out of Pocket Expenses. It is not common practice for items to be Bulk – Billed. It is advised to enquire regarding these costs when making an appointment with the appropriate health provider.

MEDICAL CERTIFICATES These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide a retrospective or post-dated certificate.

REPEAT PRESCRIPTION Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed; repeat scripts are therefore generally only provided at a consultation (and not over the phone). A \$20 script fee applies if the doctor agrees to write the script without a consultation.

SPECIALIST REFERRALS Your family doctor is highly trained to deal with most medical problems, but may need occasionally to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you need a referral, and will need to see your doctor first. As it is illegal to backdate referrals, please do not ask us to break the law. For exceptional circumstances, a referral may be done without consultation. A fee of \$20.00 will be levied for such repeat referrals. This does not attract a Medicare rebate.