



PRACTICE HOURS

Monday: 8am – 7pm
Wednesday: 8am – 7pm
Friday: 8am – 5.30pm
Sunday: CLOSED

Tuesday: 8am – 7pm
Thursday: 8am – 7pm
Saturday: 8.30am – 11.30am

WELCOME TO KENSINGTON HILL MEDICAL CENTRE

We hope the following information will be of interest and help you to make the best use of our service.

Kensington Hill Medical Centre is committed to providing its patients with a high standard of care for the benefit of each patient's health and wellbeing.

Our aim is to give our patients the highest possible quality of care, by ensuring excellence in all aspects of our practice. We endeavour to provide patients with the best and most current treatments, methods, materials and equipment within our resource capabilities to ensure that the patients receive the high quality of service they have come to expect. We believe that patients come first. Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment. We hold great importance in ethical and responsible behaviour as essential to maintain the trust and loyalty of our patients and staff.

Together all members of the Kensington Hill Medical Centre team aim to provide a high standard of care.

The Kensington Hill Medical Centre opened in October 1995.

The surgery recalls the original name for this area, Kensington, which was changed to Leopold due to confusion with the Melbourne suburb.

The building houses the Kensington Hill Medical Centre which is our family medical practice along with Travel Health Geelong and Skin Health Geelong, which are travel medicine and skin care clinics. Further services we provide are diabetic education, lung function testing and 24-hour blood pressure monitoring.

Adjacent to the clinic at 6 Kensington Road is Kensington Hill Allied Health, housing Melbourne Pathology, Precise Podiatry and Dietetic Design.

Our clinical team consists of General Practitioners and our practice nurses Janine, Lee, Lynsey, Yvette, Jacinta, Peta and Christine.

NEWS FROM KENSINGTON HILL MEDICAL CENTRE

During peak times we offer seasonal immunisation clinics on weekends

CONSULTATIONS

Appointments are available for face to face and telehealth consultations. Bookings can be made via our receptionists or Hotdoc, our online booking system. Telehealth consultations are usually reserved for straight forward matters such as results or scripts. If one has a very urgent matter eg: chest pain, difficulty in breathing you may be advised to dial 000 and request an ambulance.

It is now possible during consultations to send scripts directly to your smart phone. This can then be presented to any pharmacy who will dispense the medication.

Emergencies are always given priority which can sometimes lead to delays in appointment time keeping, we thank you for your understanding during these occasions.

AFTER HOURS ARRANGEMENTS

There is always a doctor available 24 hours for important and urgent matters that cannot wait until the next working day. The Home Doctors Service provides some after hour care. Phone the surgery on the usual number 03 5250 1208 and a message will advise you of the arrangement.

HOME VISITS

Home visits are provided where deemed safe and reasonable for regular patients whose condition prevents them from attending the surgery. These are usually limited to a 5 km radius from the surgery although can be further at the doctor's discretion.

TEST RESULTS

Your doctor will generally request that you make an appointment for discussion of test results. Depending on the nature of the test the Doctor may sometimes suggest you can phone for the results. If you do need to speak with the Doctor, and he or she is unable to take your call at the time, our friendly reception staff will take your details and get the Doctor to return your call at the earliest opportunity. At times you may receive a call from one of our staff members or an SMS to make you an appointment with your doctor.

FEES AND BILLING ARRANGEMENTS

Kensington Hill Medical Centre is a private billing medical clinic.

We have been proudly practicing as a mixed billing clinic since 1995, however as you may well be aware the government issued Medicare rebate has struggled to keep up with the increasing costs of providing healthcare. To continue to deliver the high-quality medicine we believe you deserve, we will need to charge all our patients a gap fee moving forward. A discounted rate is available for our pension card holding patients. We will continue to be transparent with any out-of-pocket expense you may occur with our fees available on our website and at the surgery.

So many of you have remained as our loyal and valued patients for many years, if you find yourself under financial hardship, please discuss with your GP, we will endeavour to assist our patients as best we possibly can. Thank you for your understanding.

Regardless of the consultation length **Health Care Card Holders** and **Pension Card Holders** will have an out-of-pocket cost of \$30.00. We acknowledge that this is a change for our patients. If you are in financial hardship, we encourage you to discuss this with your GP.

Patients will be required to pay for their consultation in full at the time of consultation.

After receiving full payment of your account and with the assistance of our reception team your account will electronically submit to Medicare to receive a rebate.

All fees at KHMC are at the doctor's individual discretion; and some doctors may have their own fee structure.

<u>FEES</u>	<u>PRIVATE</u>	<u>HEALTH CARE and PENSION CARD HOLDERS</u>	<u>REBATE</u>
Brief Consultation	\$76.15	\$50.55	\$20.55
Standard Consultation	\$100.00	\$75.05	\$45.05
Long Consultation	\$141.00	\$117.10	\$87.10

POTENTIAL OUT OF POCKET COSTS ASSOCIATED WITH REFERRED SERVICES

Kensington Hill Medical Centre is not responsible for expenses that may be incurred when visiting other health professionals, or if being referred for diagnostic procedures.

We encourage patients to ask when making an appointment if there will be an out-of-pocket expense.

PRESCRIPTIONS

We emphasise that there is no substitute for a proper consultation for a prescription to ensure optimal patient care. If you require a prescription, we recommend you make a phone appointment to request this from your usual doctor. It is a Medicare requirement that you have had a face-to-face consultation at the clinic within the previous 12 months.

PATIENT HEALTH INFORMATION POLICY (PRIVACY & CONFIDENTIALITY)

All information regarding individual patients cannot be disclosed in any form except for strictly authorised use within the patient care context at our practice or a legally directed.

Health records are kept where constant staff supervision is easily provided. Personal health information is kept out of view and is not accessible by the public.

All patient health information is considered private and confidential, and is not disclosed to family, friends, staff or others without the patient's consent. This information includes medical, residential, employment and family information. Each staff member is educated on privacy laws and signs a confidentiality agreement on commencement of employment. In addition to Federal legislation, our practice also complies with State legislation.

Our Practice Privacy Policy is on our webpage www.khmc.com.au

TRANSLATION SERVICES

Our practice encourages patients with English language difficulties to utilise Translating and Interpreting Service on 131450.

Our practice encourages patients with hearing difficulties to utilise National Auslan Booking Service on 1800 246 945 or bookings@nabs.org.au

OTHER INFORMATION

Open honest communication is the best way to clear any misunderstanding. Please feel free to discuss any difficulty. We welcome constructive suggestions that would enable us to further improve the standard of the service we provide. You may prefer to write to us or use our suggestion box. We take concerns, suggestions and complaints seriously. If you feel that there is a problem that should be taken up outside the practice these may be addressed to the Victorian Health Services Complaints Commission on 03 8601 5200.