



Mt Eliza Medical Centre

Information Sheet

1303 Nepean Hwy Mt Eliza VIC 3930

Practice Hours:

Monday to Friday: 9.00am – 5.00pm

Saturday: 9.00am – 1.00pm

Sunday: Closed

Practice Team:

Principal GP – Dr Tony Marshal

Nurse – Carly Kerr

Receptionist – Sarah Ali

Ph: 9783 1666 Fax: 9783 1699

Email: admin@mtelizamedicalcentre.com.au

Appointments:

Appointments are not necessary and waiting time is usually less than 30 minutes.

Emergencies will always take priority and our reception staff and practice nurse will advise you if there is any unforeseen delay or if your GP has been called away. Please advise our receptionist if you require a longer consultation so we can accommodate for you. If you or a family member requires an interpreter service, please advise reception so we can organise the service.

Care outside normal opening hours arrangements:

The practice provides 24-hour care for patients. Outside opening hours please contact our locum service 13SICK 13 74 25, or in case of an emergency dial 000 and ask for an ambulance.

Home visits:

Home visits are available to our regular patients living within 5km of the clinic and are too sick to attend the surgery. The visit will be provided during a pre-arranged time by mutual agreement only. We are limited in how many home visits, we can attend as we only have

one Practising GP on the premises. Our Locum service 13SICK can provide home visits during/or after surgery hours. Please see reception in regards to information.

Telephone Access:

GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will be free for you to phone back. Your call will always be put through to the GP in an emergency. If you would like access to our policy in regards to receiving and returning electronic communication, please ask reception.

Our Practice:

Dr Tony Marshal has been practicing medicine overseas and in Australia since 1983. He has been in full-time General Practice in Melbourne since 1992, and in the Frankston area for over 20 years. He has an interest in Cardiology and in minor surgery, but NO interest in drug dependence and rehabilitation programs.

Services available:

Pathology collection, ECG respiratory function testing, check-ups, health screening, family planning, pap smears, pregnancy tests, breast examinations, prostate screening, blood pressure, heart check, counselling, immunisations for children and travellers, wart removal/cryotherapy (liquid nitrogen), minor operations: lacerations, ingrown toenail, mole removal, plastering of fractures, nutritional advice and skin checks.

Fees and billing arrangements:

We are a private billing surgery. The payment for a standard consultation is \$85.00 and longer consultation is \$165.00. For those patients who set up ezy claim the Medicare rebate will be deposited back into your nominated bank account within 24 hours. For those patients whom haven't set up Ezy Claim, a receipt will be issued and a refund will be available for you to collect at Medicare via eft into your account. Medicals are billed privately and incur GST, as they are not billed under Medicare. Bulk Billing is available to under 16, Veterans Affairs patients and some government concession cardholders. Some minor operations will incur a larger gap payment. All fees charged are at the discretion of the Doctor.

Fees are payable at the time of consultation by cash, bankcard, Mastercard or Visa. If you have any difficulty paying our fees, please inform reception.

Getting your results:

Your doctor will advise you when your results are expected to arrive at the practice. You may contact the surgery to find out if your results have arrived, and when they have arranged a visit to discuss the results with the Doctor and if we receive any urgent results, we will notify you as soon as possible on the number on your medical file.

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 preventive health services appropriate to your care such as annual fasting blood test, health assessments and care plans. If you do not wish to be part of the system please let your doctor or reception know.

Management of your personal health information:

Your medical record is a confidential document. It is the policy of the 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. We abide by the Australian Privacy Principles available at:

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

For more information, please ask reception.

Parking:

There are 19 car parks and 1 disabled parking bays available at Mt Eliza Medical Centre.

Your rights:

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or reception staff. We take your concerns, suggestions and complaints seriously and will do our best to provide acknowledgment and support. You can also forward complaints to:

Health Complaints Commissioner Level 26, 570 Bourke Street Melbourne Victoria 3000
Australia. Call 1300 582 113.

This practice has a no smoking policy.