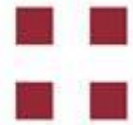


# Richmond

# Medical



Dr Dan Moylan  
Dr Tanya Kaouna  
Dr Kate Annear  
Dr Patrick Baker  
Dr Belinda Drew  
Dr Alia Kaderbhai

Dr Chloe Kindred  
Dr Kate Murray  
Dr Penny Magoulas  
Dr Chance Pistoll  
Dr Georgina Whiting  
Dr Jonathan Gillies

9/53 Coppin Street  
Richmond, VIC 3121  
Ph. (03) 9429 8822  
Fax (03) 9429 8088

## Practice Hours:

Monday to Thursday: 8:30am to 8:00pm  
Friday: 8:30am to 5:30pm

Saturday: 8:30am to 4:00pm  
Sunday and Public Holidays: Closed

## Practice Services:

Services available at Richmond Medical include:

- Men's, women's and children's health
- Travel vaccinations and medical advice
- Sports medicine and (care for) work related injuries
- Minor surgical procedures (e.g. – removal of skin lesions, Implanon insertion/removal)
- General check-ups (personal/commercial)
- Pregnancy/antenatal care
- Psychology/Counselling
- Care planning
- Diabetes Management

## Appointments:

Please ring (03) 9249 8822 for an appointment. Every effort will be made to accommodate your preferred time and GP. Alternative methods include, booking online on our website, or downloading our app.

Appointments are 15 minutes in duration. Longer consultation times are available; if you require completion of forms, have complex or severe issues to discuss or need a procedure of any kind, including a Pap smear or implanon, then please ask our receptionists about booking some extra time. If you or a family member requires an interpreter service, please let us know when you make the appointment.

**Both South Yarra Medical and Hawthorn Medical** are affiliated with Richmond Medical, some of our doctors work at both practices. Our database is shared between these locations, and therefore patient records can be accessed via both practices.

## Care outside normal opening hours

Out of hours emergency medical care can be obtained by contacting our locum service, **Doctor Doctor on 13 26 60**, This service is bulk billed.

## Telephone access

GPs are unable to be contacted during consultations unless specified arrangements have been made. In order to provide the best possible care, our GPs are unable to give advice over the phone. It is in the best interest of the patient to make an appointment to see a GP.

During business hours patients may speak to our Practice Nurse, however specific details will not be provided unless consent is given from the provider.

## Scripts and referrals to specialists without appointments:

To maintain quality healthcare service, a consultation with the doctor is required to determine the appropriateness of each request for referral or prescription, even if it is an ongoing concern.

Only under exceptional circumstances will an urgent script or referral be provided. The provider may charge a non-rebateable fee of \$20 + GST at their discretion.

Make appointments online via our website [richmondmedical.com.au](http://richmondmedical.com.au)

### Getting results of any test or procedure

Your doctor will advise when they expect to receive results at the practice.

Results may be provided to you in a number of ways

- SMS to confirm normal result
- Nurse or GP to contact you by phone
- You may be asked to arrange an appointment to discuss results with your doctor

### Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care.

### Management of your personal health information

Your medical record is a confidential document. It is the policy to maintain the security of personal health information at all times to ensure that this information is only available to authorized members of staff.

We abide by the National Privacy Principles. [For further information visit www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on [1300 336 002](tel:1300336002). A copy of our privacy information documentation is available from our reception staff and located on our website.

### Immunisations

**Childhood** vaccines are bulkbilled during the week with a valid Medicare card. Weekend visits attract the standard rate.

**Travel vaccines** include Hepatitis A + B, Typhoid, Polio, Tetanus and many others. Our practice is accredited to provide *Yellow Fever* Vaccination, which is required for Africa and South America.

### Out of Pocket Expenses

Standard Weekday Consultations	\$82.05 (\$45)	Standard Saturday Consultation	\$92.05 (\$55)
Long/Extended Weekday Consultation	\$126.70 (\$55)	Standard Saturday Consultation After 1pm	\$107.00 (\$55)
Standard Weekday Consultation After 6pm	\$92.05 (\$55)	Aged Pension Card Holder	\$62.05 (\$25)
Psychology Services – 30 mins	\$134.80 (\$67.25)	Psychology Services – Standard 1hour	\$204.50 (\$80.00)

### Medicare rebate

Using our Tyro easy claim system, Medicare is able to pay the rebate directly into a patient's cheque or savings account. The GPs at our practice do not bulk-bill medical consultations.

### Additional costs

Procedure fees (e.g. Suturing) are charged as recommended by the Australian Medical Association (AMA). Please enquire during the consultation. Also, there may be additional costs for tests and visits to specialists.

### Late cancellations No shows for booked appointments

Our practice is very busy and we are often fully booked. We would appreciate that you give us as much notice as possible of your inability to attend your appointment. If you book and fail to attend without notice, a non-attendance fee may be charged.

### Smoking Policy

This Practice has a strict no smoking policy.

### Your rights

This Practice prides itself on quality health care. If you have any questions, concerns or complaints we would be happy to hear from you, or you can place a comment in the suggestion box. Please contact the Practice Manager by phone or in writing with the details above if you are not satisfied with the service provided. Alternatively, you can contact the [Health Complaints Commissioner](http://www.healthcomplaints.com.au), Phone 1300 582 113, Level 26, 570 Bourke St, Melbourne, email : [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au) .

**Aboriginal and Torres Strait Island patients are welcome in our practice; please advise staff if you wish to be identified in your health record.**

Make appointments online via our website [richmondmedical.com.au](http://richmondmedical.com.au)