



## OUR COMMITMENT

Our medical practice takes a holistic approach to family health care. Our doctors have extensive experience in family medicine and take the time to get to know their patients so as to achieve the best diagnostic and treatment outcomes.

We respect your privacy and the confidentiality of your personal health information. We follow the Royal Australian College of General Practitioners 'Handbook for the management of health information in private practice'.

We offer the following services:

- **Family Medicine**
- **Women's Health**
- **Chronic Disease Care Plans**
- **Aged Care**
- **Skin Cancer Screening**
- **Minor Procedures & Dressings**
- **Immunisations**
- **Flu Vaccines**
- **Travel Vaccines**

Our practice also employs a **Practice Nurse** to assist with patient care.

## AFTER HOURS CARE & HOME VISITS

**After Hours care** is provided by National Home Doctor Service. This means our patients can have access to quality medical care 24 hours a day. Our telephones are automatically diverted to this service

**outside clinic hours** or the service can be contacted directly by telephoning (03) 9429 5677.

**Home visits** are available to our regular patients whose condition prevents them from attending the practice. Home visits are limited to patients living within a 5 km radius of the clinic and arrangements for a visit should be made early in the day.

## APPOINTMENTS

We see patients by appointment and, where possible, we will try to accommodate those without an appointment although they may be required to wait. Emergency patients are given priority at all times and this means that patients with appointments may experience delays in seeing the doctor.

Appointments can also be made online through HealthEngine. See our website for the link to online appointments.

Patients visiting the clinic must alert reception staff if they experience any of the following symptoms as this will assist staff in assessing the situation and alerting the doctor:

- Chest Pain
- Trouble breathing
- Severe headache
- Nausea / Vomiting
- Feeling faint
- If you are feeling unwell and are diabetic
- If you have a sick child

**If you are experiencing severe medical symptoms at home, call 000 for an ambulance or go directly to hospital.**

## RECALL AND REMINDER SYSTEMS

We participate in an active recall and reminder program for preventive health issues as well as giving information to State and National health registers (immunisation/pap smear). If you do not wish to have a recall SMS or letter or have your information shared for this purpose, please inform our staff.

## TEST RESULTS

Please make an appointment with the doctor to discuss results of any tests you've had performed. Test results are not given by phone. Where the doctor determines that the test results require urgent attention, the patient is given an appointment on the same day.

## FEES

**Medicare Bulk Billing** is available for all medical patients, including those who access our Locum Service. Private patients, such as overseas visitors are also billed at the Schedule Fee rate but we require them to settle their account after visiting the doctor.

Completion of patient **forms**, such as employer medical assessments, insurance forms, Centrelink forms, etc, which do not attract a Medicare benefit are **billed privately** and patients are required to pay for this service. A sign outlining cost of the more commonly used forms is displayed at Reception.

## ALLIED HEALTH & PATHOLOGY

Our patients also have access to **Allied Health** practitioners who are available, on site, by appointment.

Practitioners include a **Physiotherapist, Psychologists, Podiatrist, Audiologist and a Naturopath**. We have a **Dental Clinic** on site with **Dentists** and a **Dental Prosthetist**. A Dental Laboratory, manufacturing dental prostheses, is conveniently located on the premises.

For patient convenience, we also have Pathology Services, provided by **St Vincent's Pathology**. Phlebotomists are highly-trained professionals and experts in dealing with families and young children to ensure a stress-free experience.

#### PRACTICE OVERVIEW

We run a paperless practice where our appointment system and patient records are computerised with a direct link to Medicare for Bulk Billing. Our patient database is maintained in a secure environment and backed up off-site.

Our premises are designed for patient comfort. We have 4 Consulting Suites, one Dental Suite, a Medical Treatment Room, Pathology Room, disabled access and facilities. The air-conditioned waiting room is furnished with comfortable seating, television and health-related literature for patient information. Ample parking is available nearby and our clinic is easily accessible by public transport, within a short walk of Lalor train station and northern region bus lines.

On those occasions when we need to vary our opening hours, appropriate notices are displayed at the entrance.

Please view our website for more information about our practice – [www.doctorsoflalor.com.au](http://www.doctorsoflalor.com.au)

#### WE VALUE YOUR FEEDBACK

We encourage you to let us know how you feel about any aspect of care received at this practice. We have a **Suggestion Box** and we welcome patient comments that may assist us in our pursuit for continuous improvement in the delivery of quality services to our patients.

We welcome the opportunity to discuss any concerns you may have regarding our services. Patients should speak with our Practice Manager or Business Manager to discuss issues and complaints. If we are unable to resolve the issues in-house, patients can refer grievances to the appropriate regulatory body, as detailed below.

Health Service Commissioner  
30<sup>th</sup> Floor  
570 Bourke Street  
Melbourne  
Tel: 03 8601 5200  
Toll Free: 1800 136 066

We are located on the corner of May Road and Messmate Street, in the Lalor Shopping Strip, on the East side of the railway line.



**Doctors of LALOR PLUS**

## A Family Medical Practice



**1 May Road  
LALOR VIC 3075**

**Tel: 03 9465 2905**

**Fax: 03 9465 4268**

**Web: [www.doctorsoflalor.com.au](http://www.doctorsoflalor.com.au)**

### Opening Hours

**Mon, Wed 9:00 am – 5:30 pm**  
**Tue 9:00 am – 6:00 pm**  
**Thu, Fri 9:00 am – 5:00 pm**