

Managing your health information

Patients of our practice have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000.

On request for access to personal health information, our practice documents each request and endeavours to assist patients in granting access where possible and according to the privacy legislation.

Staff will forward the patient request to the patient's Doctor to check for exemptions.

Exemptions to access must be noted and each patient or legally nominated representative must have their identification checked prior to access being granted.

Privacy

Your confidentiality and privacy are maintained, this includes teen confidentiality. You will be made aware of any circumstances that legally required the clinic to disclose information.

We value your feedback

We invite patients to complete feedback questionnaires located in the waiting rooms and reception areas of our practice.

Information collected from the feedback will be used for future planning of practice facilities and services.

Written acknowledgment of feedback will be sent on request.

Services

Our clinic comprises of a team of Doctors and Practice Nurses offering a range of services. The following list is an example of the services offer to patients:

- General check-ups
- Women's and men's health
- Care planning
- Family planning
- Vaccinations
- Minor surgery
- Skin checks and liquid nitrogen
- Counselling and mental health plans.
- Interpretation Service

Practice Nurse services include:

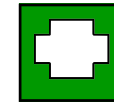
- Blood taking
- Wound management
- Immunisations
- Women's Health screening
- Adolescent health
- and much more.

Community Health also offers a variety of complementary services and programs at no or minimal cost, for example:

- Physiotherapy & Exercise Programs
- Podiatry
- Dietetics
- Diabetes Education
- Chronic Disease Management
- General Counselling
- Drug and Alcohol Counselling

For the full list of services please visit our website www.bchc.org.au, drop in to one of our four sites or call our main switch board on Ph: 53384500.

Doctor's Clinic



Dr. Joan Cato
Dr. Fatin Hanna
Dr. M. Neville Ravindranayagam
Dr. Hussain Kajani

Clinic Locations

- 260 Vickers Street, SEBASTOPOL
- 10 Learmonth Road, WENDOUREE
- 19 Heales Street, SMYTHESDALE



Contact Details

Ph: 03 5338-4585
Fax: 03 5336-1613
Email: gpclinic@bchc.org.au



Appointments Necessary

Concession and Non-Concession
Card holders welcome

Our aim

Improve medical care for patients in regional and rural communities in Ballarat and northwest Golden Plains Shire

After Hours Service

- After hours care is provided by Ballarat Health Services, Emergency Department by calling Ph: 5320 4275.
- Nurse-on-call help line provides expert health information to Victorians 24 hours a day by calling 1300 60 60 24

Fees

Our practice welcomes both public and private patients.

- Patients with a current concession card will be bulk-billed.
- Non-concession card holders will be asked to pay their accounts on the day of consultation. Cash and EFTPOS payments are welcome.
- Some procedures/services may attract a small fee. These fees will be discussed before incurred.

Patients are responsible for payment for any fees from outside providers they may be referred to. Costs will be obtained and given to patients in writing when making the appointment/referral.

Cancellations and missed appointments

Alteration or cancellation of appointments must be made **24 hours before appointment**. All missed appointments will be recorded.

Parking

Parking is available at each clinic.

Transport

Public transport can be taken to each site;

- Sebastopol - catch the No. 19 Delacombe/ Sebastopol bus stopping at the front door of Community Health, or No. 12 Ballarat Davis Bus and dismount at the corner of Albert and Vickers Street.
- Wendouree – catch either No. 1 Wendouree West , No.16 Lake Gardens , No. 17 Miners Rest or No. 6 Webconna and dismount at stop closest to corner of Learmonth Road and Gillies Street (Near Harvey Norman/Stockland Shopping Centre) Then walk one block west up Learmonth Road.
- The Golden Plains Rokewood Shopping bus will also stop at the clinic on request. Contact Golden Plains Shire on 5220 7111 to arrange.



To make an appointment

Appointments are necessary

Reception is available Mon to Fri 8.30am– 5pm.
To make an appointment call Ph: 5338 4585.

(An answering machine will take messages if unattended. Please leave a message and your call will be returned). Emergencies should be directed to Ballarat Health Services, Emergency Department by calling Ph: 5320 4275.

Consultations

Staff will ask a set of questions to ensure every effort is made to allocate the appropriate time. Allowance for urgent and longer appointments will be made in all consulting sessions.

Telephone Access to Doctors

Doctors in the Practice may be contacted during normal surgery hours. If the Doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the Doctor will return your call. Your call will always be put through to the Doctor in an emergency.

Results and reminders

Following referral for tests, your Doctor will advise you when results will be available. Please call the clinic to obtain results.

Reminders can be set on request to remind you of consultations. A recall service is also available to remind you of preventative health checks/ screening appointments and/or care plan reviews. Please ask staff about these services anytime.