

## Practice Information Sheet

### Clinic Hours

Monday – Thursday - 9:00am – 10:00pm  
Friday - 9:00am – 5:00pm  
Saturday - 9:00am – 5:00pm  
Public Holidays - Closed

### After-hours and Emergency

If you need to see a doctor while the clinic is closed, please call our after-hours service provider National Home Doctor Service on 13 7425.  
If it's an emergency, please dial 000.

### Practice Doctors

Dr. Joseph Rodrigue Fernando  
MBBS, FRACGP

Dr. Hasanthi Tennakoon  
MB, BS, DCH, FRACGP

Dr. Leel Kodtihuwakku  
MBBS, FRACGP

Dr. Joelene Lau  
MB, BS, FRACGP

### Allied Health

Ms Kai Yi Chui (Christy) – Dietitian

### Practice Nurses

Ms. Cresilda Fernandez  
Registered Nurse

Ms. Samantha Reid  
Registered Nurse

Ms. Yeying Wu  
Registered Nurse

### Operations Manager

Ms. Janitha Silvapulle

### Reception/administrative staff

Ms. Sharon  
Ms. Mary Jane

### Home Visits

Home visits are available for regular patients whose condition prevents them from attending the clinic.

### Fees and billing arrangements

**Bulk Billing** available to patients who are under the age of 16 and those who hold a Health Care Card

### Services with a gap fee

Skin Cancer Checks, Gap Fee \$100  
Implanon Insertion, Gap Fee \$50  
Implanon Removal, Gap Fee \$50  
IUD Removal, Gap Fee \$50  
Cervical Screening/Pap Smears a gap fee of \$40

### Services with a gap fee of \$120

Skin Cancer Removal  
Skin Biopsies  
Other Minor Surgeries  
Plastering for Minor Fractures  
Suturing

### Non Medicare Funded Services

A Standard Consultation for Patients without a Medicare Card \$70  
Employment Assessments such as medical assessments of Taxi drivers \$120  
Please ask the front desk regarding fees for allied health.

### Appointments

Please ring (03) 9998 7660 to make an appointment or book online at [www.burgundyfm.com.au](http://www.burgundyfm.com.au)  
Please notify Reception if you believe your matter is an emergency, emergencies will always be given priority.

### Appointment Cancellation Policy

Please provide at least 2 hours' notice if you are unable to attend the appointment. Failure to do so will incur a \$20 cancellation fee. Repeated no shows without notice may result in a restriction being placed on your patient record, and you will not be able to make further appointments.

### Longer Consultations

Longer consultation times are available, please advise the receptionist if you require extra time.

### Communication/telephone policy

If you ring the clinic and want to speak to one of our doctors, one of our staff will take your details so that the doctor can ring you back. We will only interrupt the doctor's consultation if the problem is urgent.

### Communication/electronic Communication Policy



We do not communicate by electronic means about sensitive information. If you need copies of test results, medical certificates and/or other information containing sensitive information, please come to the clinic.

clinical history to complete. If the online registration was not completed, you will be given a longer registration form to complete.

**Test Results**

*We do not provide test results over the phone.* If you have been sent for a test, please make an appointment to discuss the results with your doctor 2-3 days later. We do have a recall system when the results need to be discussed with the doctor. If the results do not need to be discussed with the doctor, we will not recall you. However, if you would like the results to be clarified to you, then please make an appointment 2-3 days after the test day.

**Notification of urgent test results**

You will receive a telephone call from our nurse informing you to make an appointment urgently.

**Notification of non-urgent test results**

You will receive an SMS informing you that results have been received and to make an appointment with your doctor.

**Reminder System**

Our practice is committed to preventative healthcare. You have the option of registering to receive reminder notices regarding health services appropriate to your care. If you have requested this service then you will be notified of reminders via an SMS message.

**Notification of appointments made**

In most cases, (if the appointment was made more than 24 hours before the consultation time) you will receive an SMS to confirm or cancel your appointment.

**Online Registration Form for New Patients**

Once appointments are confirmed via an SMS message, you will be sent a link to complete initial registration details. Once you arrive at the clinic, you will be given a short

**Opting out of SMS reminders**

Please inform the receptionist if you do not want to receive any of the mentioned reminders above via SMS.

**Management of Patient Health Information**

Our practice is committed to maintaining the confidentiality of your personal health information. For more details, please ask reception staff to see a copy of our Privacy Policy.

**Patient Rights**

As a patient, you have the right to, and are encouraged, to participate in decisions about your healthcare.

**Engaging with Other Services and Referrals**

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care.

**Patient Feedback**

Please feel free to talk to your doctor or reception staff if you have any suggestions or are unhappy with our service. Alternatively, you may prefer to contact the Health Complaints Commissioner on 1300 582 113.

**If Patients Require Communication Services**

Patients who require communication assistance are asked to let reception staff know when making the appointment.

**Practice Services**

- Work Cover – for existing patients only
- Health Assessments
- Skin Cancer Checks and Removal
- Cervical Screening Tests (Pap Smears)
- Employment Assessments
- Childhood Immunisations
- Mental Health Treatment Plans
- Minor Surgeries / Ear Cleaning
- Skin Lesion Removal by Cryotherapy
- Immunisations for Adults
- Obstetric Care and Advice
- Wound Care and Management
- Steroid Injections to Shoulder, Elbow and Knee

- Blood Pressure Checks
- Family Planning
- Medication Reviews
- Management of Asthma, Diabetes and Other Chronic Illnesses
- Management of Chronic Illness
- Applying Plastering for Minor Fractures
- Pathology Services
- Sexual Health
- Antismoking Advice
- Women’s Health
- Men’s Health
- Nutrition advice from a qualified dietitian

