burgundy street
FAMILY MEDICAL

Ground Floor Suite 2/210 Burgundy Street Heidelberg 3084
Phone: (03) 9998 7660 | Fax: (03) 9458 4780

Practice Information Sheet

Clinic Hours
Monday – Friday - 9:00am – 6:00pm
Saturdays – 9:00am – 5:00am

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 Rodriguge Fernando
MBBS, FRACGP

Dr. Leel Kodithuwakku
MBBS, FRACGP

Dr. Joelene Lau
MBBS, FRACGP

Allied Health
Ms Olivia Saaroni – Physiotherapist
Ms Tejeesha Raut - Physiotherapist

Practice Nurse
Ms Nang Chan Mon
Registered Nurse
Ms Beth Joy Lee
Registered Nurse

Operations Manager
Ms. Janitha Silvapulle

Operations Manager
Mr. Kieren Fernando

Reception/administrative staff
Jane Madeira, Emma Campbell, Lahara Hollis, Sophie Ballinger,

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

Fees and billing arrangements
Most of our services are bulk billed except for Skin Cancer Checks and Procedures as described below

Gap fees
Please refer to the fees sheet at reception

Non Medicare Funded Services $85.30
Patients without a Medicare Card
Employment Assessments such as medical assessments of Taxi drivers

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*
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 cancelation 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.

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

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

Blood Pressure Checks
Family Planning
Medication Reviews
Management of Asthma, Diabetes and Other Chronic Illnesses
Management of Chronic Illness, Mental Health
Applying Plastering for Minor Fractures
Pathology Services
Sexual Health
Antismoking Advice

Women's Health
Men's Health
Physiotherapy