

Practice Information Sheet

Gladstone Street Medical Clinic welcomes you to our practice. We are committed to enhancing the health and well-being of the Gippsland community by providing every patient with the best possible care through integrated clinical practice and education. We host a full range of traditional family general practice services including general consultations, nursing home visits, hospital care, obstetric care, and psychology.

Doctors who consult at this practice and their special interests:

Dr Andrew Cook – Emergency medicine, preventative care	Dr Louise Sterling – Women’s health, perinatal care, lifestyle medicine, chronic disease management
Dr Esha Gopee – Perinatal Care, contraception, women’s health	Dr Patrick Ruane – Vasectomy (GippSnip) Paediatrics, ear nose and throat, preventative care,
Dr Cassie Rickard – Women’s Health, Pregnancy Care, Postnatal Care, contraception, menopause, lifestyle medicine	Dr Jenny Worboys – Palliative care, mental health, chronic disease management
Dr Winnie Lau – interested in all aspects of General Practice	Dr Ben Tang – Perinatal care, skin health, chronic disease management, contraception, women’s health
Dr Jane Mackie – Women’s Health, menopause, HRT management, chronic disease management	Dr Terri Hillier – Registrar – paediatrics, disability, mental health and geriatrics.
Dr Thomas Kefford – Musculoskeletal medicine, paediatrics, preventative health, men’s health	Kylie Sharp – Nurse Practitioner – Travel medicine
Dr Masaa Al-Nuami – Registrar – interested in all aspects of General Practice	Dr Nat Lojanapiwat – Registrar – interested in all aspects of General Practice
Dr Aleksandr Strat – Registrar – men’s health, skin cancer care, chronic disease management	Dr Melodi Yong – Registrar – starting in August 2025

Practice Hours (for afterhours see below)

Monday - Thurs- 8:15am to 6.30pm

Saturday 8:30am to 1.00pm

Friday 8:15 to 5:30PM

Sunday - Closed

Appointments

Consultations at the clinic are by appointment. A typical appointment is allotted 15 minutes. Double appointments are available if you feel more time will be required or are a new patient. Longer appointments are generally advised for situations such as first antenatal visits, pap smears, multi-country travel vaccinations, and Medicare care plans. Patients requesting a walk-in appointment will be triaged according to current health needs and booked for the next available appointment.

Our doctors always try to run to time. Please understand that if there is a delay, it is usually due to an unexpected complexity in preceding consultations.

Emergency and Walk-In Appointments

This practice operates on an appointment-based system. In case of an emergency our Clinic Nurse may see you and if necessary, will arrange for you to be seen by a doctor. In some circumstances we may need to immediately call an ambulance for transport to the emergency department or advise to immediately attend the emergency department.

Infectious Diseases

Patients presenting with COVID-19/Influenza symptoms such as cough, cold, sore throat or fevers may be offered a telehealth appointment, or a consultation in a separate area, to minimise the risk of infection to our staff and other patients. If you are symptomatic a face mask is required to be worn inside the clinic. Your doctor may ask you to wear a mask even if you are asymptomatic.

Fees and Billing Arrangements

We are a **private billing** practice and charge fees for services. Associate Doctors may set their own fees.

- **A standard consultation fee is \$95. The Medicare rebate is \$43.90 (as of 1st July 2025).**
- **Payment is expected at the conclusion of your consultation.** If an account is taken the relevant fee will be increased by a \$10 handling charge.
- **Longer appointments will incur additional fees.** The indicative fee for a long appointment is \$188 with a Medicare rebate of \$84.90.
- **A nurse consultation is \$25 which is non-rebateable from Medicare.** This fee applies to appointments such as childhood immunisations/wound care/immunisations/vaccinations
- Your doctor will discuss fees for procedures with you. Removal of sutures for procedures not done at our clinic will incur a non-rebateable fee of \$30.00. Application of dressings will incur a non-rebateable fee of \$15.00 basic dressing or \$30 for complex dressing. Dressing and suture removal appointments will not be bulk billed.
- A procedure fee is required for services for any procedure that requires specialised equipment or nursing care. Ask reception for further information. Iron infusions incur a \$200 fee.
- DVA Gold Card Holders are direct billed for consultations. Financial pre-approval from DVA will be sought for procedures on your behalf.
- *If you are experiencing financial difficulty, please discuss this with your doctor during your consultation. Please note, Reception staff communicate the fees determined by the doctor, they do not set the fees.*
- Fees may change from time to time.

If you wish to let the Government know that the Medicare rebate is insufficient to assist you in meeting the cost of your medical care, please contact your local Member of Parliament at https://www.aph.gov.au/Senators_and_Members.

The Medicare Safety Nets can help to lower out-of-pocket medical costs for out of hospital services. For information and to learn how to register, visit Services Australia www.servicesaustralia.gov.au website or call 132 011.

Non-Attendance Fee

If you fail to attend your scheduled appointment, you will be charged a \$60.00 non-attendance fee. There is no rebate for this fee.

New Patients

New Patients require a 30-minute appointment time. New patients are required to fill a New Patient Registration Form. This can be filled out on HotDoc, on arrival before your appointment time at the clinic, or available for download on our website.

Telephone Contact with Doctors

Patients of our practice are able to access a doctor by telephone to discuss their clinical care. Telehealth consultations are by appointment. In most cases, each Doctor has his/her own preference for accepting and returning non-scheduled calls. A message from the reception team will be sent to the doctor for their attention. Each GP will have their own policy for returning non-scheduled calls. Non-clinical Staff will not give treatment or advice by telephone.

After Hours

This practice provides 24-hour access to a GP. In the event of an urgent health matter occurring outside opening hours, please contact our main phone number for information regarding the on-call doctor. Please be advised that the full range of medical services will not be available outside of normal hours. Under most circumstances the GP will not open the medical clinic for in-person consults. If you receive no response due to poor mobile coverage or any other reason, the after-hours GP Helpline is also available for medical advice and support (1800 022 222). In an emergency dial 000 for an ambulance or present to the West Gippsland Hospital Emergency Department at Landsborough Road, Warragul or you nearest emergency department. Higher fees apply to these consultations. Reception will be in contact to collect payment.

Cancellations

Cancelling appointments is totally understandable. 24-hour notice is appreciated, if possible, but we ask that you call the Clinic at least 2 hours prior to your scheduled appointment to cancel. This allows other patients to utilise that appointment time. Late cancellations will incur a cancellation fee.

Childhood immunisations

Childhood Immunisations are typically provided by our Practice Nurse after consultation with your doctor. The Immunisation record is automatically sent electronically to the Government Immunisation Register. A nurse consultation fee of \$25 applies to childhood immunisation appointments.

SMS Appointment Reminders

Your appointment is confirmed when booked into our system. With your consent, we will routinely send an SMS via HotDoc to your mobile phone the day before an appointment to help remind you of your appointment. These SMS reminders serve to compliment appointment cards or notations in your own personal diary. Due to having no control over phone service providers, we cannot be responsible for undelivered or delayed messages. Please be sure we have your correct mobile number. If you do not wish to receive SMS reminders, please let reception know. Missed, delayed or undelivered SMS are not accepted reasons for not arriving for your appointment.

Reminder System

We are committed to preventative care. We may issue reminder notices from time to time offering you preventative health services appropriate for your care. If you do not want to be part of this service, please let us know. If your doctor has ordered a test for you, it is important that you make an appointment as soon as you have had your test so that your results can be given to you. Please ensure that all of your contact details are up to date as we may need to contact you if your result is abnormal.

Test Results

We understand that receiving test results is an important part of your treatment. Our policy is that a patient is required to book an appointment with their doctor to receive and discuss results. This is to ensure the results are

properly communicated and appropriate action is then taken. Under no circumstances will reception staff report results to patients.

In some situations, a doctor may make other arrangements for communicating results including sending messages via HotDoc. Please discuss with your doctor exactly how and when he/she intends to make contact. If you do not hear from the Clinic regarding a result, do not assume the result was normal. Please contact the Clinic for follow up with the pathology provider and/or doctor. Please be aware, test results are confidential and will only be given to you directly, unless you give permission for your doctor to communicate them to another person on your behalf.

Privacy/Management of your Personal Health Information

A 'medical record' is a general term for all the information collated about a patient for the purpose of treating that patient including progress notes, specialist correspondence, test results, photographs, digital recordings, appointment books and patient accounts

Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our privacy policy is available upon request.

Transfer of Medical Records

If you wish to transfer your health record to our clinic from another clinic, please complete the Transfer of Medical Records form. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic, please ask the new clinic/provider to arrange for this to occur. Fees may apply for the complete transfer of your medical record to another clinic which our administration team will discuss with you on application.

Communication Services

The clinic is able to arrange free telephone or in-person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

Engaging with Other Services

In order to assist in providing coordinated care, our clinic maintains a directory of local health related services and an on-going professional relationship with many of these providers. Doctors and Nurses engage with local medical services including diagnostic services, hospitals and specialist consultant services, primary healthcare nurses, allied health services, pharmacists, disability and community services, and health promotion and public health services and programs. Depending on the service provided (for example cervical screening, vaccinations) your health information may be forwarded to National/State Reminder Systems/Registers. By signing our patient registration from you will be consenting to the above.

Lost Scripts and Referrals

The reprinting of documents such as lost referral letters, lost scripts, and copies of specialist letters, misplaced pathology or radiology requests will incur a \$10.00 administration fee (not Medicare refundable). Please be advised that reprints may take up to 3 days to complete. Please note you may be able to access these items in the MyPractice App.

Home Visits

Although the preference is for patients to attend the clinic, Doctors and other practice staff will make visits to regular patients of our practice where it is safe and reasonable. These visits may be to patients in their homes, residential aged care facility, residential care facility, or hospital both within and outside normal opening hours where such visits are deemed safe, and where the patients are acutely ill, immobile and elderly or have no means of transport to the practice. Please call reception on 5622 0444 to discuss any home visit need.

Waiting Room

Our waiting room areas are designed to be comfortable and functional. If there are any concerns in regards to the waiting room areas, please notify reception immediately.

Please feel free to text/email/browse apps on your mobile devices while visiting our Waiting Room. Reducing device volume is appreciated. For your privacy and the comfort of others, please make/take calls outside the practice.

In the event of a patient presenting with a cold/flu/cough/etc. we may request that you wear a face mask to avoid cross-infection. Alcohol-based hand rub is available at reception and in the waiting room. Hand washing facilities are located in both toilets.

If you would like a cup of water or a water bottle refill, please ask reception. We do not provide a water cooler or cups in an effort to avoid cross infection, mess, and spills.

No Smoking

Our practice is smoke/tobacco/vape/etc. free in all areas including the car park. Please extinguish all smoking products before entering the car park and do not smoke while in the car park or outside entrances. Your doctor or nurse will be happy to discuss smoking cessation programs with you.

Occupational Violence/Harassment/Unreasonable Behaviour Policy

All staff and visitors have the right to a safe and comfortable environment. Any form of violence, intimidation, harassment, bullying, etc. is not tolerated.

Complaints/Comments/Suggestions

We respect your right to have a constructive, accessible, and confidential means for providing positive or negative feedback about our services, and for having these comments or complaints dealt with in a fair and efficient way. Written complaints or suggestions may be placed in our suggestion box located at reception or given to any staff member.

We also welcome verbal complaints or suggestions for minor matters that would not generally require a written notification (e.g. appearance of clinic, lack of supplies in toilet, temperature). These are matters we may be able to attend to/resolve immediately. Please feel free to talk to your doctor or receptionist if you have a suggestion or complaint. The Practice Manager is also happy to speak with you and this may be arranged via reception.

We take all suggestions and complaints seriously and will respond verbally or in writing depending on each circumstance. If you wish to take a matter further and feel that you would like to discuss the issue with someone outside of the clinic, please contact the Health Care Complaints Commission on 1300 582 113.