

<p>Practice Hours Monday: 9am-1pm, 3:00pm -6pm Tuesday: 9am-1pm, 3:00pm -6pm Wednesday: 9am-1pm, > 1pm* Thursday: 9am-1pm, 3:00pm -6pm Friday 9am-1pm, > 1pm*</p> <p>*by special arrangement</p> <p>GP and Practice Manager: Dr Michael Daly Registered Nurse: Monica Kerlin</p> <p>Clerical Staff (Several staff work part time)</p> <p>Billing All eligible consultations are bulk billed for Medicare or DVA registered patients, unless a third party such as Workcover or TAC is liable, in which case we bill the third party if there is a written confirmation of the liability.</p> <p>Otherwise a private fee applies, ie \$45 for a phone or \$60 for a face to face consultation of up to 15 minutes.</p>	<p>Services Dr Michael Daly answered the calling to General Practice soon after graduation from the University of Melbourne, and is now in his 40th year of registration as a Medical Practitioner. His approach is to put the patient at the centre of the medical decision making process, assisted by evidence based information/ guidelines, and with an emphasis on proactive care. Services offered to established patients include:</p> <ul style="list-style-type: none"> - Health Screening – Heart conditions, Blood Pressure, Bowel Cancer, Prostate Cancer, Skin cancers*, Pancreatic cancer, Ovarian Cancer - Mental health services, & counselling - Family planning & pregnancy tests - Men’s and Women’s Health - Vaccinations - Ear syringing - Skin checks* - Corn debridement* - Children’s and Adolescent Health - Centrelink Certificates - VicRoads Medical Reports - Chronic Disease Management and EPC ('5 visit') referrals <p>* GP standard; not the same level as provided by a dermatologist or podiatrist</p>	<p>Your health information Your medical record is a confidential document. This practice maintains the security of personal health information at all times, ensuring it is only available to authorised members of staff and if consent is given, to authorised third parties. We follow the 13 APPs (Australian Privacy Principles) as contained in schedule 1 of the Privacy Act 1988 (the Privacy Act). These can be found at http://www.oaic.gov.au/privacy/privacyact/australian-privacy-principles Only information within a file that is identified as relevant to the criteria consented for release will be provided in the case of requests from third parties.</p> <p>If you require a copy of your medical records for your own personal use, we ask you apply in writing and include a copy your driver’s license. A reasonable fee will apply as proscribed by the Privacy Act</p> <p>Communication incl Telephone & Email access Dr Daly can always be contacted during normal opening hours. If he is with a patient, enquiries will be noted or recorded in a voicemail. Patients will be advised when a response will be received, or you may be advised to book an appointment instead of waiting for a call back. In the case of emergencies, Dr Daly (or the Nurse if she is on duty) will be informed as soon as practicable. If making contact by email, please also ring to alert the clinic of the email.</p>
<p>Care outside of opening hours Regular patients can call the Clinic Number and follow the prompts to speak to Dr Daly after hours in the case of urgent matters. If the matter is not urgent, please leave a voicemail message which will be checked when the clinic reopens.</p> <p>Alternative arrangements include the National Home Doctor Service, with which the clinic has an arrangement (Tel 137 425), or the Alfred Hospital PPCC for which bookings can be made online. (https://www.prahranppcc.com.au or Tel 9119 1000)</p> <p>If you believe your illness/injury is of a very serious nature you should immediately call for an ambulance by phoning 000, or go to Sandringham Hospital’s or the Alfred Hospital’s Accident and Emergency Department.</p>	<p>Information for New Patients Prior to first being seen at, or after an absence from, Hampton and South Medical Centre, we will ask for a brief interview over the phone. This is an opportunity to ask questions about the clinic and for either Dr Daly or the Practice nurse to determine the medical care required. This helps to explain the clinic’s processes and avoid any misunderstandings.</p> <p>Per Government and Best Practice Guidelines, measures to prevent spread of Covid-19 and other respiratory viruses remain in place at the clinic. Patients must provide and wear disposable face masks when in attendance. Patients with respiratory symptoms including cough, sore throat, sneezing or sinus symptoms can only be assessed via phone or video consultation.</p>	<p>Your Rights The clinic is always receptive to any patient with a grievance or complaint which may have arisen as a result of services provided at the clinic. Please feel free to talk to Dr Daly or to the Registered nurse. You may prefer to write or email us. We always take feedback seriously and use it to constantly improve our facilities and services.</p> <p>Health Services Commissioner Complaints and Information Health Complaints Commissioner Level 26, 570 Bourke Street, Melbourne Victoria, 3000, Australia Phone 1300 582 113</p>