# DPV Health Medical Centre Broadmeadows

42–48 Coleraine Street,
Broadmeadows, VIC, 3047
Ph: 1300 234 263
Fax: 03 8301 8889
**www.dpvhealth.org.au/medical**

## Opening hours

| | |
|---|---|
| Monday, Wednesday & Friday: | 8:00am - 5:30pm |
| Tuesday & Thursday: | 8:00am - 7:00pm |
| Saturday: | 8:00am - 5:00pm |
| Sunday & Public Holidays: | Closed |

For care outside of regular hours, please contact Doctor Doctor on **13 26 60**.
In case of emergency, please contact **000**.

## General Practitioners

Dr Farhan Ulhaq (Medical Director)
Dr Manjula Arulanantham
Dr Christina Port
Dr Jason Lau
Dr Hussain Ahmed
Dr Mohammad Gadi
Dr Meg Bloomfield (Registrar)
Dr Roisin Toohey (Registrar)
Dr Aisha Sami (Registrar)
Dr Mohammad Obaid Sajid (Registrar)

## Specialists

Dr Sue Kermond – Paediatrician
Dr Teresa Lazzaro - Paediatrician
Dr Lyndal Peake – Paediatrician

## Medical services

- Face-to-face appointments
- Telehealth appointments (phone or video as long as eligibility requirements* are met)
- Women's and men's health
- Child health
- Minor surgical procedures
- Vaccinations
- Childhood immunisations
- Chronic disease management, including care plans and health assessments
- Refugee health assessments
- ECG – heart check, counselling
- Family planning services, including medical termination of pregnancy**
- Contraceptive services including insertion and removal of implanon and IUDs**

*Please note: Medicare has determined criteria for eligibility for telehealth appointments – please ask our friendly staff at the time of booking whether you are eligible for this service.
**Please note: these services are not provided by all GPs and there are costs associated with these services – please seek clarification from your GP if this service is of interest to you.

## Appointments

We are committed to ongoing active management of your family's health with a team of experienced GP's and nurses providing acute and preventative care guiding your family to a healthier future. Appointments can be made by calling **1300 234 263**.

Or using our online booking service at **www.dpvhealth.org.au** and clicking on the book an appointment tab.

Urgent calls will be triaged by nursing staff and responded to accordingly.

## Longer appointment

Longer consultation times are available upon request; please advise the receptionist if you require extra time.

## Walk in appointments

On arrival you will be triaged by our trained reception staff. They will provide you with an appointment with the nursing staff. Nurses will then allocate you the first available appointment. This can result in long waits so we strongly recommend you make an appointment if possible. If the matter is urgent please call **000.**

DPV Health®

## Home visits

Home visits are usually provided by DoctorDoctor after hours by calling **13 26 60**. GP's and other staff of this practice may make visits to regular patients when it is safe and reasonable to do so, and these may take place in a patient's home.

For regular patients to qualify for these services they need to be palliative care, immobile, elderly or have no means of transport to the practice or if disabled access is poor.

In situations when it is deemed not safe and reasonable i.e. patient is located too far away the practice will ensure that there is an alternate system of care you can access. There are arrangements to exchange clinical details about your care who performs this home visit.

For further information please visit our website on **www.dpvhealth.org.au**.

## Fees and billing arrangements

This practice bulk bills all Medicare card holders, this includes concession card holders and DVA card holders.

Out of pocket fees may apply for some services, and your GP will discuss these services and associated costs at the time of your booking. If you do not have a Medicare card please discuss this with reception who will refer you to the team leader or practice manager who will help you establish if you are with one of the providers who assist patients without a Medicare card.

All other patients are billed as per the private consultation rate sheet available at reception and payable at the time of consultation.

Please note our specialists require a current GP referral presented prior to your consultation to provide a Medicare rebateable service.

## Communication services

If you require communication services please let the receptionist know when you book an appointment.

## Engaging with other services and referrals

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

## Test results

If you are sent for a test, please make an appointment to see your GP at the time suggested by your GP. This is usually 2-3 working days later but some tests do take longer.

Further information on this policy can be found at **www.dpvhealth.org.au**.

## Reminder system

Our practice is committed to preventative healthcare. You have the option to opt out of receiving reminder notices regarding health services appropriate to your care.

## Patient feedback

Please be advised that any feedback is welcome. It helps us improve our service to you. If you are unhappy with any aspect of our service feedback forms are available at reception and in the waiting areas. If you have a complaint about a GP nurse or a staff member please ask our receptionist for a complaints form. It is our policy for a senior staff member to contact you about any issues.

They will discuss the issues with you and assist in reconciliation. If this fails to provide you with a positive outcome please contact the following:

**Victorian Health Services Commission**

Ph: **03 8601 5200** or toll free on **1800 136 066**. Fax 03 8601 5219. There website for further details can be found at **www.health.vic.gov.au/hsc**.

## Management of patient health information

Your medical records are confidential. Our policy is to maintain security of your personal health information management at all times.

In the interests of providing quality health care and to protect your rights, our Privacy Policy complies with the Privacy Act (1988) and Health Records Act (2001).

For further information about your rights contact office of the Australian Information Commissioner on **1300 363 992** or **www.oaic.gov.au**. Please refer to our privacy policy on **www.dpvhealth.org.au**.

## Patient rights

Patients have the right and are encouraged to participate in decisions about their healthcare.



DPV Health®