



# Patient Information

## Contact Details:

Upper Level, 1150 Burwood Hwy, Ferntree Gully, Vic. 3156

Phone: (Upper Ferntree Gully Medical Centre) 9752 3248, [www.upperftgclinic.com.au](http://www.upperftgclinic.com.au)

Phone: (Eastern Skin Cancer Clinic) 9752 3268, [www.easternskincc.com.au](http://www.easternskincc.com.au)

Fax: 8677 7677

## Opening Hours:

8.30am to 6pm Monday, 8.30am to 5pm Tuesday to Friday. Our clinic is not open on weekends.

After hours care is provided by **Doctor Doctor**. If you require a doctor outside of our operating hours please phone: 13 26 60. For all emergencies, please call **000**.

## Our Fees: Upper Ferntree Gully Medical Clinic

- The fee for a standard 15-minute consultation is \$79.00. The Medicare rebate is \$43.90.
- The fee for a longer 30-minute consultation is \$130.00. The Medicare rebate is \$84.90.
- For longer consultations i.e. over 45 minutes, fees will vary. The Medicare rebate for appointments 45 minutes or longer is \$125.10.
- We are not a bulk billing clinic with the exception of children under the age of 17. Any bulk billing outside of this criteria is at each doctor's discretion. A detailed explanation of our fee structure is available on our website: [www.upperftgclinic.com.au](http://www.upperftgclinic.com.au)

## Our Fees: Eastern Skin Cancer Clinic

- Fees for a standard Full Skin Check are \$130 with a Medicare rebate of \$43.90. This cost varies depending on age and pension status and will be fully explained to you at the time of booking your appointment.
- A gap fee is payable for all procedures. This will be discussed with you prior to your procedure date being booked.
- A detailed explanation of our fee structure is available on our website: [www.easternskincc.com.au](http://www.easternskincc.com.au)

## Our Team:

### Upper Ferntree Gully Medical Clinic

#### Doctors:

Dr Matt Reid, BMBS MMed (Skin Cancer) DipDerm FRACGP. Dr Matt is available for appointments Monday, Tuesday, Wednesday, Thursday, and Friday.

Dr Loredana Reid, BMBS, FRACGP. Dr Lore is available for appointments Monday, Tuesday, Wednesday, and Thursday.

### Eastern Skin Cancer Clinic

Dr Matt Reid, BMBS MMed (Skin Cancer) DipDerm FRACGP. Dr Matt is available for appointments Monday, Tuesday, Wednesday, Thursday, and Friday.

#### Practice Nurses:

Ms Rhinea Ventura, RN. Rhinea is in the clinic 9.00am to 4.15pm Monday and Thursday.

Mrs Melody Tolentino, EN. Melody is in the clinic 9.00am to 4.15pm Tuesday-Friday.

#### Front Desk team:

Mrs Marea Hinkley, Mrs Karen Laing and Miss Romany Barnett and Mrs Jodie Maudsley.

#### Practice Management:

Mrs Carolyn Webb.



## Complaints:

We welcome your feedback and comments on your experience in our clinics. In the event you have a complaint about our service, these can be addressed to The Practice Manager, Upper Ferntree Gully Medical Clinic & Eastern Skin Cancer Clinic and every attempt will be made to resolve any issues. If you do not feel that your concerns have been adequately addressed, please contact The Office of the Health Services Commissioner on:

- 1300 582 113, **Or by mail:** Health Services Commissioner, 26th Floor, 570 Bourke Street, Melbourne. 3000

## Privacy:

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

## Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

## Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

## What personal information do we collect?

The information we will collect about you includes your:

- Names, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Health fund details.

## Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

## How do we collect your personal information?

Our practice may collect your personal information in several different ways.

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you telephone us, or make an online appointment.
- In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
  - Your guardian or responsible person
  - Other involved healthcare providers, such as specialists, allied health professionals, hospitals,



- community health services and pathology and diagnostic imaging services
- Your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

## **When, why and with whom do we share your personal information?**

We sometimes share your personal information:

- With third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- With third parties who work with our practice for booking and recall purposes, such as HotDoc, who must also comply with this policy
- With national registers administered by The Australian Government Department of Health, such as AIR which records details of vaccinations given to people in Australia
- With other healthcare providers
- When it is required or authorised by law (eg court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia. (Unless under exceptional circumstances that are permitted by law) without your consent.

Any referrals made will only ever include the relevant health information required for this request.

## **How do we store and protect your personal information?**

Your personal information is stored at our practice as an electronic record.

Our practice stores all personal information securely by the use of computer passwords and confidentiality agreements for staff and contractors.

## **How can you access and correct your personal information at our practice?**

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 30 days. In some instances there may be an administrative cost incurred for complying with your request. This fee will not exceed \$30.00.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager, Upper Ferntree Gully Medical Clinic, Upper Level, 1150 Burwood Hwy, Ferntree Gully, Vic. 3156.



## How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. The practice address is 1150 Burwood Hwy, Ferntree Gully, Vic. 3156. All correspondence will be responded to within 30 days.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992. You may also contact the Health Services Commissioner, 26th Floor, 570 Bourke Street, Melbourne, 3000, or by telephone on 1300 582 113.

## Skin Check Appointments

If you undergo a skin check at Eastern Skin Cancer Clinic, the doctor will examine the skin on the face, neck, arms, legs, torso, fingers, toes and on the soles of the feet and palms of the hands. For this to be conducted you will need to remove all clothing except for undergarments. Skin cancers can occur in areas which are not exposed, so please inform the doctor if you have any hidden lesions you would like checked. Digital images will usually be taken of your skin, for diagnostic purposes, and for future comparison. In this case, images taken will be stored in a secure online facility with Australia using DermEngine software.

## Policy review statement

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur. Updated versions of the policy will be available in our waiting room, and on our website.

## Contacting our Clinics:

For all appointments, results and general enquiries, etc. please contact us by telephone: 9752 3248 for Upper Ferntree Gully Medical Clinic; and 9752 3268 for Eastern Skin Cancer Clinic.

You can also book online through HotDoc, or by visiting our websites: [easternskincc.com.au](http://easternskincc.com.au) or [upperftgclinic.com.au](http://upperftgclinic.com.au)

If you need to speak with your doctor please inform our reception staff. Please note that it may not be possible to speak directly with your doctor at the time of your call and if this is the case, a message will be forwarded to your doctor for follow up.

Please be aware that we do not communicate via email with individual patients as it is not possible to guarantee the protection of your privacy.

## Reminders & Recalls

As part of our ongoing patient care, our practice provides patients with reminders for Health Checks, Skin Checks, Immunisation, and Pap Smears. These reminder recalls may be sent via SMS, e-mail, or letter. Please notify our reception staff if you do not wish to receive this type of information from our clinics.

For follow up of test results, you will be informed of approximately when your results will be back & to make an appointment to obtain test results. Our staff may also contact you via telephone to let you know if the doctor has requested to see you. All urgent results will be followed up with the patient directly.

If you have any questions after reading this information, please do not hesitate to speak with one of our team members.