

Translator/Ausland Interpreter Services

Translation services are available for those who have trouble with English and for those who have vision/hearing difficulties. Please speak to reception to organise these services

Confidentiality

Your Medical Record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask our reception staff for a copy of our Privacy policy.

Results

Unless otherwise directed by doctors, a follow up appointment will be required to obtain your results. Even if your result is 'normal' further investigation or discussion may be needed.

Recalls

Our Clinic maintains a patient recall, reminder system and National & State Reminder Scheme so that you can be advised of suggested ongoing reviews. If you do not wish to be a part of our recall system please discuss this with your Doctor.

Reminder System

We may issue you with a reminder or recall notice via telephone, SMS or letter from time to time, confirming your appointment, offering you preventative health services appropriate to your care and/or recalling you for results. If you do not wish to be part of this system, please inform reception during your visit.

Repeat Prescriptions

For Medico legal reasons all prescriptions required must need a consultation with the GP.

OPENING HOURS/Consultations:

Monday – Friday 9:00am to 6.00pm

Long Consultations can be arranged please speak to the receptionist on duty.

Telephoning your Doctor's

You can contact your doctor by telephone during normal surgery hours. A message will be taken when the doctor is with another patient. Emergencies will be dealt with immediately.

Fees

Payment is requested at the time of consultation. We have EFTPOS facilities on site. Pensioners, Vet Affairs, and Children Under 16 years (before 1pm) are bulk billed.

Private Patients

Standard Consultations: \$75.00

Long Consultations: \$110.00

Extended Consultations: \$145.00

Please refer to our practice fees at reception or on our website.

Privacy Policy

To provide comprehensive health care to our patients, our doctors might need to refer to other health specialist. Please refer to our privacy statement for more information regarding this You are accountable for your own health, if you have any concerns about your privacy and confidentiality please speak to one of our staff members.



1481 Malvern Road

Glen Iris 3146

Ph: 03 9822 5011

Fax: 03 9822 6208

AH: 13 74 25

www.malvernroadmedical.com.au
admin@malvernroadmedical.com.au

Home Visits/After Hours

Home visits are available for regular patients who are unable to attend the clinic due to their medical condition. Doctors also visit nursing homes, hostels and hospitals. Please ring as early as possible to organise a home visit. Home visits are only available during business hours and to homes within a 5km radius from the clinic. Other Home visits may be considered at the Doctor's discretion.

For care outside normal business hours, please call 13Sick (13 74 25) for an after hours visit from our medical deputising service

Appointments

Appointments are preferred and can be made by calling the clinic or online via our website. Standard appointments are 15mins long. Walk-ins welcome. We can accommodate urgent care if required

Practitioners:

Dr David Izon– special interest in Chronic Care, Skin Cancer Surgery, family planning, women's & men's health, cardiology, teaching and cancer medicine

Clinical Staff:

Danielle Haddrick (Registered Nurse)
Lisa Coombes (Enrolled Nurse)

Administration Staff:

Christopher Brown (Practice Manager)
Trilby Lincoln (Receptionist)

Services

Complete Family Medical Care including:

- Family Planning
- Pap Smears
- Pregnancy Tests
- Antenatal Care Pre-pregnancy
- Counselling

Minor Surgery repair of lacerations

removal of lumps and bumps

Preventative Health Checks

- Over 75 Health Check
- 40-49 Diabetes Risk Assessment
- 45-49 Health Check
- Chronic Disease Management
- Diabetes Cycle of Care
- Asthma Cycle of Care

Travel Clinic

Men's, women's and children's health immunisations and vaccinations

Pathology collection on-site (Clinical Labs)

**In emergencies please contact the
Ambulance service on 000**

Patient Feedback & Complaints Scheme

From time to time we ask patients to participate in a survey. This allows us to improve our practice & facilities. If you are unhappy with any aspect of care you receive we would appreciate knowing about it. Please feel free to discuss this with either your Doctor or the Reception staff. You may also like to

put a comment in the suggestion box in the waiting room.

Health Complaints Commissioner

If there is a problem you wish to address outside the Clinic you can contact the Victorian Government Service for handling health complaints.

T: 1300 582 113

E: hcc@hcc.vic.gov.au

W: www.hcc.vic.gov.au

Patient Rights

All of our patients have a right and are encouraged to participate in decision about their healthcare.

Engaging with other services & 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.



**Malvern Road
Family Medical Centre**