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## INFORMATION FOR PATIENTS

### Welcome to Kew General Practice

Welcome to our Practice. We hope that we are able to look after your needs and help you to achieve a full and healthy life while you are a member of this fully accredited practice. Please feel free to speak to any staff member or doctor about ideas or changes that you feel would improve the care that we give you.

### The Doctors

#### Dr Paul Shortis

Paul grew up in East Kew and attended St Annes Primary School. He graduated with honours from Monash University in 2002 and spent 5 years working in Box Hill hospital and Geelong Hospital. During this time he completed rural rotations in Warrnambool, Bairnsdale and Lakes Entrance. Subsequently Paul commenced the general practice training program and completed his fellowship of FRACGP in 2009. He also assists two orthopaedic surgeons and works as an examiner for the Royal Australian College of General Practitioners. Paul has a special interest in chronic disease management, aged care, paediatrics, travel medicine and sports medicine in addition to all elements of general practice. When not at work Paul enjoys spending time with his family and chasing after his young son. Paul also enjoys cycling, athletics, hiking and skiing.

#### Dr Jason Chua

Jason graduated with honours from Monash University in 2002. He subsequently worked in hospitals and clinics around Melbourne and regional Victoria, and attained his Fellowship of the Royal Australian College of General Practitioners in 2007. He enjoys general family medicine and has a particular interest in childhood allergies, travel medicine and dermatology including skin cancer. He is an examiner for the RACGP and has previously been involved in running clinics in travel medicine. When not at work, Jason enjoys travelling, tennis and photography, but now spends most of his time trying to keep his four young kids out of mischief.

#### Dr Paul Flood

Paul, a 1975 Monash Graduate, completed nine years of postgraduate training in Australia and England followed by 14 years as a rural GP on Phillip Island. This encompassed research and teaching with Monash Centre for Rural Health and the College of GPs focussing on face-to-face and distance education. Life on Phillip Island also led to marriage and children (born at the local Bush Nursing Hospital). In pursuit of further teaching, travel and adventure, Paul and family sojourned in the United Arab Emirates from 1999 – 2005 where he held an academic and clinical appointment in Family Medicine at the National University in the oasis city of Al Ain. Following this wonderful academic and family adventure, the family returned to Australia in 2004 and Paul joined Kew General Practice. Ongoing learning and the richness of the breadth and depth of General Practice are key elements for Paul. When not at work, he enjoys bike riding, theatre, opera and travel.

#### Dr Jessica Chong

Jessica graduated from Monash University in 1997. In 2000, she completed the Diploma of The Royal Australia and New Zealand College of Obstetricians and Gynaecologists. She completed rural general practice training in Korumburra in South Gippsland. Before working at Kew General Practice, she worked in Melbourne's South East. Jessica is interested in general medicine, paediatrics, chronic disease management and women's health. She is able to provide maternity shared care with Mercy Hospital for Women and The Royal Women's Hospital. She enjoys travelling, baking and catching up with family and friends.

#### Dr Helen Vu

Helen graduated from Melbourne University in 1995 and has been practising as a GP since 2000. She worked for a short period in Wangaratta and joined Kew General Practice in 2010. Helen has an interest in women's health and children's health.



### **Dr Elissa Stafford**

Elissa graduated from the University of Melbourne with honours in Medicine in 2004 and also holds a Bachelor of Medical Science for research. She worked at Austin Health, the Mercy Hospital for Women and in General Practice in rural and city areas of Victoria and in other areas of Australia. She is a competent and kind GP, interested in women's health, chronic disease, paediatrics and dermatology, along with all areas of medicine. She has three young children and enjoys reading and fitness.

### **Dr Madeleine Price**

Madeleine graduated from Monash University in 1989. She has worked in Hawthorn for the past 22 years and has had the great privilege of caring for three generations of some families and even four generations of one family. Madeleine has also worked as a GP in Hong Kong and in Indigenous communities in Central Australia. She enjoys all aspects of General Practice with special interests in children, adolescents, sports medicine and complex medical problems in the elderly. Madeleine has three adult children and enjoys swimming, gardening and helping out in the community.

## **The Practice Staff**

**Practice Nurses:** Sandy Edwards, Cathy Aas

**Reception:** Michelene, Mary, Leanne, Rhiannon, Melanie, Christine, Amanda (Practice Administrator) and Vanessa (Practice Manager)

### **Opening Hours**

Monday to Friday	8.30am – 5.30pm
Saturday	8.30am – 10.30am
Sunday	Closed

### **Melbourne Pathology On-Site**

Monday to Friday	8.30am – 12.30pm
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### **When We Are Closed**

Ring the normal number – 9859 8756 and a recorded message will tell you what to do. A locum service is available after hours on 13 74 25.

### **How To See Your Doctor**

The doctors at this Practice work together and we will, with your permission, consult each other in difficult cases. We will make every effort to see that you get to consult with the doctor of your choice. You will be able to see one of the other doctors if your own is not available.

All surgery consultations are by appointment. We will, however, make every attempt to see you immediately if you need urgent care. We ask that you make a double appointment with your doctor if you think you will require more time than usual, for example, a medical, a complex condition, a travel medicine consultation, or you have three or more issues to discuss.

When you arrive at the Practice, please check in with reception staff before sitting down. This is also a good time to update any change of address or phone number.

### **Home Visits**

Home visits may be arranged depending on doctor availability on occasions when patients are severely incapacitated and cannot attend the practice. There is an additional fee for this service.

### **Repeat Prescriptions and Referrals**

We do not provide repeat prescriptions or referrals over the phone unless in exceptional circumstances. In such cases, a fee of \$20 applies.



### **Fees Policy**

We do not bulk bill any patients except Veteran Affairs patients. The rates are displayed at the front desk. Payment is requested at the time of consultation where possible. We have EFTPOS facilities for your convenience. If you take an account, we request payment within 7 days. Please note, payment can be accepted and processed over the phone with a credit card. A cancellation fee may apply if 24 hours' notice is not given.

### **Consultation Fees**

Standard Visit	\$85	Very Long Visit	\$195
Standard Visit (Discount/Pension)	\$70	Very Short Visit	\$40
Longer Visit	\$140	Weekend Standard Visit	\$90
Longer Visit (Discount)	\$110	Weekend Long Visit	\$150

### **Test Results**

On most occasions, we will request that you return for results if we have ordered them for you. This cuts down on communication errors and misunderstanding. If you ring for results, please leave a message with our receptionists and they will pass the details on to your doctor. We also have a recall system to remind you of tests, investigations or appointments that need to be arranged in the future. Please let us know if you do not wish this to occur for you.

### **Emailing Correspondence**

Email servers are usually located offshore and outside of Australia and therefore emails are not encrypted and not guaranteed to keep your personal and medical information safe and confidential. Accordingly, under the Privacy Act and the Accreditation Standards, we must inform patients of this information and obtain patient consent before sending any medical records, results, referrals, etc via email. We must also confirm email addresses prior to emailing any personal documents. Correspondence will continue to be posted, faxed or collected from reception as per your request.

### **SMS Correspondence**

Kew General Practice uses SMS messages for appointment reminders and occasionally other health reminders using Hot Doc. Please feel free to discuss this with your doctor if you have any concerns. Also, please inform reception if you do not wish to receive reminders in this way.

### **Telephone Calls**

The doctors try to limit calls during a consultation. If you wish to speak with your doctor, please leave a message with the receptionists and they will pass on the details. The doctors receive many phone calls each day for a variety of reasons so please be patient. If your call is genuinely urgent, then please let our staff know this when calling and we will prioritise it for you.

### **Change of Details**

If your contact details have recently changed or you have received a new Medicare Card, please inform our receptionist on your arrival so we can update your details in our system.

### **My Health Record**

Your records are a valuable and important resource for your health care. We follow the guidelines set out in the privacy legislation, which is outlined in the brochure "Personal Information, Privacy and Your Doctor".

### **Complaints**

We prefer to handle all complaints "in house" and we encourage you to either place your complaint in writing or feel free to discuss your issue with Dr Paul Shortis, Dr Jason Chua (Practice Principals) or Vanessa Berkley (Practice Manager). Whilst complaints at this Practice are rare, most have been over matters of communication or about situations that we have since rectified with the help of the patient involved. If your complaint has not been resolved or you wish to discuss it with someone outside this Practice, then we suggest you contact the *Victorian Health Complaints Commissioner* on 1300 582 113.