



PRACTICE INFORMATION SHEET

CONTACT US:

37 Torquay Road

Belmont VIC 3216

Tel: 03-52436677

Fax: 03-52434707

Email: info@lifelinemedicalcentre.com.au

Website: www.lifelinemedicalcentre.com.au

OUR TEAM:

Our GPs

Dr Muhammad Nouman Qadir

Dr Saater Tine

Dr Zahra Shahzad

Dr Saira Wali

Our admin team

Practice Manager

Sumaira Bajwa

OPENING HOURS

Monday to Friday

8am to 5pm

Saturday

8am to 12pm

Sunday

Closed

Public Holiday

8am-12pm (subject to GP availability)

Note: the timing is subject to change due to unforeseen reason.

After-hours

If you have an emergency and you need medical care, you should always call **000**

We provide after-hour service to our registered patients only. Our after-hour number is **0434011259**, please leave your name, number and brief message and our on call doctor will contact you soon. After hour service is not bulk billed.

FEES AND PAYMENT

We are a private billing practice. However, most face-to-face consultation are subject to a Medicare rebate, meaning that you will receive a refund for some of your payment. Pensioners and healthcare Card Holders are eligible for a discounted fee. Updated fee structure including

Medicare rebate and out of pocket expenses is available at the reception. Fees are payable on the day of consultation and can be made by cash, EFTPOS or credit card.

APPOINTMENTS

Routine consultation is by appointments only. We don't accept walk in patients.

Urgent matters will be triage and will be seen sooner.

If you think you need longer consultation, please let the reception staff know at the time of making your appointment. Making the right appointment for your needs will help your GP run on time.

While we always endeavour to run on time, it is not always possible. In the interest of interests of good patient care we sometimes have to extend consulting times. Our practice is proud of the services we are able to provide to you. In return, we would like you to respect our clinical and reception staff by being considerate and understanding when acutely sick patients or genuine emergencies are fitted in, and unavoidable delays occur. If our doctors are running late, we will let you know and give you the option of rescheduling your appointment time if you are unable to wait.

If you arrive for your appointment and you think you need urgent assistance (chest pain, difficulty breathing, dizziness or severe pain etc.) or you believe you may be contagious (flu symptoms, gastro , child with rash etc.), please advise our reception staff immediately so we can assist you.

Please be aware that if you come late to your appointment, you may not be seen and your appointment will need to be rescheduled.

You can book online by visiting our **website** or via **Health engine app**.

HOME VISITS

Home visits are available to registered patients of our practice only and its doctor's discretion only. Please call reception to arrange.

UNABLE TO ATTEND YOUR APPOINTMENT

If you will not be able to make it to your appointment, please let us know as soon as possible. This allows us to offer your appointment to another patient. Failure to attend your appointment will result in \$35.00 fee.

WHY DO WE IDENTIFY YOU?

Did you know we have to identify you 3 ways every time you make an appointment and come to practice? Even if we know you well. We will ask your name, your date of birth and your address. Why? Because we want to ensure we are providing the best care to the right patient.

SERVICES AVAILABLE

As well as routine consultations, the following services are available:

- Check-ups
- Family planning
- Pap smears
- Pregnancy tests
- Immunisation: children and adults
- Excision clinic

- Liquid nitrogen for sunspots and warts
- 75-year and older health checks
- Care plans
- Weight control
- Skin checks
- Allied health services
- Minor procedures

YOUR HEALTH INFORMATION

The privacy of your health is important to us. All our staff including administration staff, respect your privacy and keep your health information confidential at all times. Your medical record is a confidential document and as such it is the policy of this practice to maintain the security of your personal health information at all times and to ensure that this information is only available to authorised members of staff.

TELEPHONE CALLS AND COMMUNICATION

Generally, your GP will be unable to speak to you while consulting with other patients. Your phone query will be handled by our reception staff who will pass the message onto the Doctor. We aim to return your call before the end of business the same day. Please do not use standard email for medical complaints or requests.

TEST RESULTS

During your appointment your doctor will advise you to either make a follow-up appointment or ring the surgery for your results.

If your doctor would like to discuss your results with you, we will generally ring you to make an appointment.

TELEHEALTH

Our doctors provide telehealth service to our patient needing repeat scripts and discuss results. All other matter needs to be discussed during face-to-face consultation. Telehealth service is not bulkbilled.

INTERPRETATION SERVICE/COMMUNICATION IMPAIRMENT SERVICE

Practice can organise interpretation service to our patients if required ask our reception staff at the time of booking an appointment. Our doctors and staff also have command on other languages other than English.

PATIENT'S RESPONSIBILITY TO OUR PRACTICE

Attending this practice involves a relationship with all staff. In order to maintain a healthy relationship both parties must respect each other and have a mutual trust.

Our practice tries very hard to provide our patients with a high quality of care and we aim to continually improve our systems and services to help us do it better to care for you.

We will gladly listen to your suggestions and complaints and follow them up constructively, as this helps us improve.

However, we will not tolerate the following behaviours from our patients:

- Violence/threatening behaviour towards any staff member
- Yelling at our staff
- Verbal abuse or aggressive behaviour to our staff on the telephone
- Verbal or physical abuse towards our staff
- Angry behaviour towards our staff
- Continue to fail to pay bills.

FEEDBACK

Although we try our best it is inevitable that from time to time a patient may have a complaint about our services. This feedback is very important to us as it alerts us to problems with the service we are providing and drives us to find a better way of doing things.

If you have any suggestions, ideas or would like to make a complaint you can either:

- Speak with your GP.
- Let our reception staff know.
- Speak with our Practice Manager
- Write us a letter.
- Place your suggestion into our suggestion box in the reception area.

However, if you would like to take your complaint further and wish to speak to an external body, you can contact.

Victorian Health Care Complaints Commission

@1300 582 113

WANT MORE INFORMATION

Please visit our website: www.lifelinemedicalcentre.com.au

You may also find us on Facebook. Alternatively, please feel free to speak with any of our friendly staff.

We review and update practice information if there are any changes

Thank you.

Practice Manger

Last Updated: 30/05/2023