



Dr Luke Holden
Dr Ben Webb
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Shop 5/102 Toorak Rd
South Yarra, VIC 3141
Ph (03) 9820 1144
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southyarramedical.com.au

Practice Hours:

Monday to Thursday: 8:30am to 8:00pm
Friday: 8:30am to 5:30pm

Saturday: 8:30am to 4:00pm
Sunday and Public Holidays: Closed

Practice Services:

Services available at South Yarra Medical include:

- Men's, women's and children's health
- Travel vaccinations and medical advice
- Sports medicine and (care for) work related injuries
- Minor surgical procedures (e.g. – removal of skin lesions, implanon insertion/removal)
- General check-ups (personal/commercial)
- Pregnancy/antenatal care
- Psychology/Counselling
- Care planning

Appointments:

Please ring (03) 9820 1144 for an appointment. Every effort will be made to accommodate your preferred time and GP. Alternative methods include, booking online on our website, or downloading our app.

Appointments are 15 minutes in duration. Longer consultation times are available; if you require completion of forms, have complex or severe issues to discuss or need a procedure of any kind, including a Pap smear or implanon, then please ask our receptionists about booking some extra time. If you or a family member requires an interpreter service, please let us know when you make the appointment.

Both Richmond Medical and Hawthorn Medical are affiliated with South Yarra Medical, some of our doctors work at both practices. Our database is shared between these locations, and therefore patient records can be accessed via both practices.

Care outside normal opening hours

Out of hours emergency medical care can be obtained by contacting our locum service, *Doctor Doctor* on **13 26 60**. This service is Bulk Billed.

Telephone access

GPs are unable to be contacted during consultations unless specified arrangements have been made. In order to provide the best possible care, our GPs are unable to give advice over the phone. It is in the best interest of the patient to make an appointment to see a GP.

During business hours, patients may speak to our Practice Nurse, however specific details will not be provided unless consent is given from the provider.

Scripts and referrals to specialists without appointments:

To maintain quality healthcare service, a consultation with the doctor is required to determine the appropriateness of each request for referral or prescription, even if it is an ongoing concern. Only under exceptional circumstances will an urgent script or referral be provided. The provider may charge a non-rebateable fee of \$20 + GST at their discretion.

Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care.

Getting results of any test or procedure

Your doctor will advise when they expect results to arrive at the practice but we usually recommend to allow 1 week. Results may be provided to you in a number of ways:

- SMS will be sent to you confirming a normal result
- Nurse or GP will contact you via phone to discuss results
- You may be asked to arrange an appointment with your GP to discuss results

Management of your personal health information

Your medical record is a confidential document. It is the policy to maintain the security of personal health information at all times to ensure that this information is only available to authorised members of staff.

We abide by the National Privacy Principles. [For further information, visit www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 336 002. A copy of our privacy information documentation is available from our reception staff and located on our website.

Immunisations

Childhood vaccines are bulkbilled during the week with a valid Medicare card. Weekend visits attract the standard rate.

Travel vaccines include Hepatitis A + B, Typhoid, Polio, Tetanus and many others. Our practice is accredited to provide *Yellow Fever* Vaccination, which is required for Africa and South America.

Out of Pocket Expenses (OOP) after Medicare rebates

Appointment Type	Total Fee (OOP)	Appointment Type	Total Fee (OOP)
Standard Weekday Consultations	\$82.05 (\$45)	Standard Saturday Consultation	\$92.05 (\$55)
Long/Extended Weekday Consultation	\$92.05 (\$55)	Standard Saturday Consultation After 1pm	\$107.00 (\$58)
Standard Weekday Consultation After 6pm	\$92.05 (\$55)	Aged Pension Card Holder – Standard Session	\$62.05 (\$25)
Psychology Services – Standard 1hour	\$204.50 (\$80.00)	Aged Pension Card Holders – After hours	\$67.05 (\$30.00)

Medicare rebate

Using our Tyro easy claim system, Medicare is able to pay the rebate directly into a patient's cheque or savings account. If the patient does not have Medicare or have their Medicare number, a receipt is issued. The GPs at our practice do not bulk-bill medical consultations.

Additional costs

Procedure fees (e.g. suturing) are charged as recommended by the Australian Medical Association (AMA). Please enquire during the consultation. Also, there may be additional costs for tests and visits to specialists.

Late cancellations or No shows for booked appointments

Our practice is very busy and we are often fully booked. We would appreciate that you give us 24 hours' notice where possible if you are unable to attend an appointment with one of our GPs or nurses. We require 48 hours' notice for changes to an appointment with one of our psychologists.

Smoking Policy

This Practice has a strict no smoking policy.

Your rights

This Practice prides itself on quality health care. If you have any questions, concerns or complaints we would be happy to hear from you, or you can place a comment in the suggestion box. Please contact the Practice Manager by phone or in writing with the details above if you are not satisfied with the service provided. Alternatively, you can contact the Health Complaints Commissioner, Phone 1300 582 113, Level 26, 570 Bourke St, Melbourne, email : hcc@hcc.vic.gov.au.

Aboriginal and Torres Strait Island patients are welcome in our practice. Please advise staff if you wish to be identified in your health record.