

## **PRIVACY:**

This Practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised personnel.

## **TEACHING:**

Federation Clinic has a long tradition of teaching and is involved at many levels in the teaching of medical and other students.

Patient of the Practice are invited to participate in this teaching and we are grateful for your support. Consent to be involved in teaching consultations is always obtained prior to the consultation involving the student commencing.

## **PATIENT FEEDBACK:**

Federation Clinic values consumer contributions to help improve health services provided. We encourage the use of our suggestions box located at reception. We have a feedback link on our website and an email address available for feedback which is monitored daily by our Practice Manager: [feedback@federationclinic.com.au](mailto:feedback@federationclinic.com.au). We also encourage patients to speak to any of our staff in relation to concerns or suggestions for improvement.

If there is a matter that you feel cannot be resolved, you can contact the Victorian Health Services Commissioner by phoning 1300 582 113.

## **PATIENT RESPONSIBILITIES:**

Federation Clinic is committed to maintaining a safe and efficient environment for all staff, patients and visitors to the Practice. As a patient of this Practice you have a responsibility to:

- Notify reception if you are unable to attend for an appointment. Non-attendance fees apply if notification is not provided.
- Provide accurate and up-to-date contact information including emergency and next of kin details.
- Actively participate in discussions about your health care including advising the doctor and asking questions if you do not understand the information being provided or treatment being proposed.
- To respect Practice staff and not engage in any behaviour that may be considered threatening, aggressive or unsafe toward any staff member or other person in the Practice.

Patients who are under the influence of alcohol or drugs may be refused treatment and requested to leave the premises.

## **ANTI-DISCRIMINATION POLICY:**

Federation Clinic does not discriminate against anyone on the basis of gender, race, disability, age, sexual preference, beliefs or medical conditions.

## **FURTHER INFORMATION:**

Further information about our fees and services is available from reception. Please do not hesitate to ask if you have any questions.



1 FORDE COURT, WEST WODONGA VIC 3690

**PH: 6059 2500 FAX: 6059 4442**

ABN: 37 394 872 086 ACN NO: 006 931 764

[www.federationclinic.com.au](http://www.federationclinic.com.au)

## **PRACTICE INFORMATION**



Federation Clinic is Accredited  
with Australian General  
Practice Accreditation Limited  
(AGPAL)

### **OUR DOCTORS:**

<b>Dr Phillip Steele</b>	MBBS DRANZCOG FRACGP
<b>Dr Geoff Williams</b>	MBBS
<b>Dr Fiona Christie</b>	MBBS(Hons) DRANZCOG FRACGP
<b>Dr Rosie Brewer</b>	MBBS DipRACOG
<b>Dr Leah Dunne</b>	MBBS BSci (Hons)
<b>Dr Kerry Lownie</b>	MBBS BSci
<b>Dr Jessica Madden</b>	MBBS(Hons) BMedSci
<b>Dr Rasmita Mishra</b>	MBBS (Hons) BSci
<b>Dr Danelle Clarke</b>	MBBS
<b>Dr Lachlan McKeeman</b>	MBBS BBioMedSci
<b>Dr Anna Keedwell</b>	BMed, BA(Public Policy)
<b>Dr Jessica Lawford</b>	MBBS (Hons), DipChildHealth

### **OUR NURSES:**

Sue Reid (Nurse Practitioner), Laura Caldwell (Midwife & RN), Kerrie Stephenson (RN), Terri Bailey (RN)

**PRACTICE MANAGER:** Nicole MacDonald BBus(Int'l) BBus(HRM)

**RECEPTION STAFF:** Julie, Donna, Amy, Lucy, Bri, Angie

### **PRACTICE HOURS:**

Monday to Friday 8.30am – 6.00pm

### **APPOINTMENTS:**

Consultations are by appointment. Every effort will be made to accommodate your preferred doctor and time, however, at times this may not be possible and alternate doctors and/or times will be offered.

Standard appointments are scheduled for 15mins. If you have multiple or complex issues for discussion, please ask reception for a long appointment when booking.

Every effort is made to keep appointments running to time, however due to the unpredictable nature of a medical practice, this is not always possible. Patients are welcome to phone reception prior to their appointment to confirm if the schedule is running to time.

If you or a family member require an interpreter service, we can arrange this for you. Please advise reception when making your appointment.

### **AFTER HOURS ARRANGEMENTS:**

Federation Clinic provides 24 hour care options for patients. This clinic is part of a roster system shared with two other Wodonga clinics.

If you require medical assistance after hours, please phone our clinic on (02) 6059 2500. A recorded message will provide the name and contact telephone number for the doctor on call.

### **HOME VISITS:**

Home visits are available for regular patients whose condition prevents them from attending the surgery. Home visits are undertaken at the discretion of the doctor and assessed on an individual needs basis. Please contact reception to request a visit.

### **AVAILABLE SERVICES:**

- |                      |                       |
|----------------------|-----------------------|
| ✓ PAP smears         | ✓ Chronic disease     |
| ✓ Family planning    | ✓ Wound management    |
| ✓ Obstetric care     | ✓ Cryotherapy         |
| ✓ Vaccinations       | ✓ ECG                 |
| ✓ Immunisations      | ✓ Spirometry          |
| ✓ Workplace health   | ✓ Acupuncture         |
| ✓ Nutritional advice | ✓ Continence advice   |
| ✓ Skin checks        | ✓ Aged care           |
| ✓ Dermatology        | ✓ Home visits         |
| ✓ Minor surgery      | ✓ Nursing home visits |
| ✓ Mental health      | ✓ 24hr BP monitoring  |

### **TELEPHONE ACCESS:**

Doctors at this Practice may be contacted by telephone, however, in the interest of running to time calls may not be put straight through to a doctor. Please leave your details with reception staff who will pass your message to the required doctor. Doctors aim to reply to messages at the end of their consulting session. All emergencies should be directed to emergency services by phoning 000.

### **PRESCRIPTIONS AND REFERRALS:**

An appointment is required for patients requesting a prescription or referral. Please contact reception.

### **TEST RESULTS:**

Test results can be obtained by phoning the clinic between 10.00am – 3.00pm. To ensure patient privacy, you will be required to provide confirmation of identity. Reception staff are able to pass on doctors comments, but are unable to interpret results.

### **FEES AND BILLING ARRANGEMENTS:**

Our Practice Fees are displayed at reception, in the waiting rooms and in the doctors consulting rooms. Discounted fees apply to concession card holders.

Item 23 \$70.00 (discounted fee \$57.60)

Item 36 \$105.00 (discounted fee \$92.80)

Item 44 \$145.00 (discounted fee \$127.15)

Other fees may apply to services including after hours consultations and procedures.

Fees are payable at the time of consultation by EFTPOS, cash or cheque. There are several options for Medicare claiming, please ask reception for further information.

### **REMINDER SYSTEM:**

Our Practice is committed to preventative health care. From time to time we may issue you with a reminder notice offering you preventative health services appropriate to your care.

If you do not wish to be part of this system please advise reception or a Practice Nurse.