

Riddell Country Practice is an accredited General Practice servicing this area since 1999. We are committed to promoting health, wellbeing and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect, both as individuals and in recognition of their rights as patients.

OUR DOCTORS ARE:

Dr. Ken Baddeley
Dr. Nicole Ogle
Dr. Greg Rowles
Dr. Jenny Grounds
Dr. Catherine Chu
Dr. Bronwyn Dickinson
Dr. Mark Bronsema
Dr. Santosh Thomas
Dr. Nabeela Amien
Dr. Matthew Stendell

OUR PRACTICE MANAGER IS:

Ms. Natasha Sisson

OUR PRACTICE NURSES ARE:

Suzette
Amanda T
Kerry
Shelley

OUR ADMIN TEAM ARE:

Michelle
Mary
Kathryn
Jan
Amanda K
Tam
Angela
Amy

AFTER-HOURS SERVICE:

NURSE-ON-CALL offers phone advice for the cost of a local call on 1300 60 60 24

ALWAYS

Dial 000 for EMERGENCIES

TRANSLATOR SERVICES

For patients with language difficulties, a telephone translator service can be arranged on 131 450. Please advise the Receptionist

PATIENT INFORMATION

RIDDELL COUNTRY PRACTICE

9 Station Street, Riddells Creek 3431

ph: 03 5428 7591

email: reception@riddellcp.com.au

fax: 03 5428 7592

Facebook: www.facebook.com/riddellcountrypractice

Visit our website at: www.riddellcp.com.au

*** ONLINE BOOKINGS AVAILABLE VIA HOTDOC ***

CLINICAL SERVICES PROVIDED include:

General Medicine, Women's/Men's Health, Health Assessments, Antenatal Care, Paediatric Care, Immunisations and Vaccines, Sports Medicine, Scuba and Aviation Medicals, Skin Cancer Treatment.

ALLIED HEALTH SERVICES AVAILABLE:

Physiotherapy, Podiatry, Diabetes Education and Pathology.

CLINICAL FEES:

Riddell Country Practice is a private billing practice and payment is required in full on the day of consultation. A \$5 service fee is charged for accounts not paid at the time of consultation. – Ask about our daily Bulk billed Quick Clinics.

Bulk billing only applies to current Pensioner Concession Card holders and children aged 15 and under (for standard consultations on weekdays only).

Health Care Card holders and Commonwealth Seniors Health Card holders may be billed a reduced fee. Cards must be presented at billing for any discount to apply

We use HotDoc to securely process telehealth appointment payments.

CONSULTATION TYPE	PRIVATE FEE	MEDICARE REBATE
Quick Clinic	BULK BILLED	BULK BILLED
Standard Consultation	\$95	\$43.90
Long Consultation	\$140	\$84.90
Aviation Medical*	\$280	NONE
Scuba Medical*	\$140	NONE
Public Holiday Surcharge*	\$30	NONE
Dressing Fees*	\$6 - \$20	NONE
Treatment Room Fee*	\$30- \$100	NONE
Surgical Procedures*	VARY	VARY
Other Medical Reports*	VARY	NONE

*** STRICTLY NO BULK BILLING ON THESE ITEMS**

HOURS OF OPERATION:

MONDAY	8.30am to 6pm
TUESDAY	8.30am to 6pm
WEDNESDAY	8.30am to 6pm
THURSDAY	8.30am to 6pm
FRIDAY	8.30am to 5pm
SATURDAY	9am to 12pm
SUNDAYS and PUBLIC HOLIDAYS	CLOSED

UPON ARRIVAL always present to the Front Desk, even if entering from the back door to register your arrival so the GP will know you are here.

APPOINTMENTS:

General appointments can be made by calling the Practice during opening hours, booking via HotDoc or making your next appointment at the time of consultation.

You may request the GP of your choice, and where practical we will accommodate this request. Unfortunately, we cannot always guarantee that you will see the GP of your choice every time.

There is often a need to deal with medical emergencies, which can sometimes cause delays in the scheduled appointments and we ask for your patience & understanding at these times.

The receptionist will notify you of delays by phone or on arrival, whichever is practical at the time.

A variety of consultations are available, including long appointments, if you require more time with your GP. Please advise the receptionist of your requirements when booking so we can appropriately meet your needs.

Home visits are available, when deemed appropriate. Please discuss your needs with our staff.

Cancellation of appointments with as much notice as possible is appreciated. No late cancellation fee is charged.

HOW CAN I CONTACT MY DOCTOR: As a means to ensure quality patient care, the Doctors in Riddell Country Practice do not accept phone calls whilst they are consulting – unless it is an emergency. You can call the Practice, and a receptionist will log your request for your GP to contact you and they will return your call in a timely manner. We have an Emergency Triage System in place at Riddell Country Practice, so if your call is a clinical emergency you will be directed to either the Practice Nurse or an available Doctor immediately. We are unable to accept requests directly from our patients via email. Please call the Practice so that your enquiry can be attended to promptly.

HOW DO I GET MY RESULTS: Results are best discussed at a follow up appointment with your Doctor. Incoming results are reviewed daily by clinical staff. In the event that a **non-urgent appointment** is required, and you do not yet have one scheduled, our Hot Doc recall system will send you an SMS message, prompting you to organise one. If an **urgent appointment** is required, the Doctor will indicate how promptly you should be seen, and our reception staff will contact you to schedule this. If you are concerned at any time about your results, we encourage you to call the Practice and schedule an appointment. Results should always be followed up by the patient. **Please call after 11.30am for any results enquiries.**

PATIENT PRIVACY: Your medical records are confidential. Our policy is to maintain security of your personal health information at all times, regardless whether its paper correspondence or electronic transmissions. Our computer security systems comply with current RACGP and industry standards and all staff are trained on the current principles of Privacy legislation and standards. At times, there may be a need to disseminate your health information to other parties (e.g hospitals if you are a patient, a treating specialist, for accreditation purposes, etc.) for which we will obtain your consent. There is a section on the New Patient Registration sheet for you to consent or you can discuss this with your GP who will make a note of your consent in your health record.

If you would like more information, please do not hesitate to ask the receptionist for a copy of our Privacy and Health Information Collection Policy and/or a summary of the Australian Privacy Principles. More information can be accessed via www.oaic.gov.au.

PATIENT FEEDBACK: We value our patients and are always looking for ways to best deliver quality patient care consistent with our patients' needs. Periodically, we engage the services of an accredited survey company to confidentially gauge feedback from a random group of patients. Generally, we encourage patient feedback and if you would like to contribute please contact the Practice Manager by phone, send in a letter or email, or ask to speak to the Practice Manager at your next visit.

COMPLAINTS: should also be directed to the Practice Manager, by phone, letter, email or speak to the Manager directly at your next visit. All complaints are discussed with the Practice Principals and feedback given. However, if there is an issue you wish to raise outside the Practice, you can contact **AHPRA** on 1300 419 495 for a complaint about a clinician's practice or the **Health Services Commissioner**
Toll Free: 1800 136 066 E-mail: mailto:hsc@health.vic.gov.au
or write to: 30th Flr, 570 Bourke Street, Melbourne 3000 Victoria.

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