

*We are committed to providing first class healthcare to our patients*

3/328 Malvern Road

Prahran VIC 3181

T (03) 9533 2800

F (03) 9533 7800

E [reception@onepointmedical.com.au](mailto:reception@onepointmedical.com.au)

W [www.onepointmedical.com.au](http://www.onepointmedical.com.au)

## Practice Hours

MON: 8.30am - 5.30pm

TUE: 8.30am - 7.30pm

WED: 8.30am - 5.30pm

THR: 8.30am - 7.30pm

FRI: 8.30am - 5.30pm

SAT: 8.30am - 12.30pm

Sunday: Closed

Public Holidays: Closed

## Location

Located on Malvern Road, Prahran, the practice is easily accessible with car parking available in various surrounding streets. Tram 72 stop 32 is right outside.

## Facilities for people with a disability

Our practice has a second entrance with ramp access for patients with wheelchairs, walking aids and prams.

## Appointments

- One Point Medical operates an appointment system for your convenience. A standard (15 min) appointment is usually adequate to deal with most health issues. If you are making an appointment for an insurance or employment medical, procedure or complex/multiple medical problems, please book a longer appointment.
- Please ensure a separate appointment is made for each family member.
- Appointments are made at 15 minute intervals so you can normally expect to spend up to that long with your doctor.
- Appointment slots are held aside for same day urgent reviews, walk-ins or sick children.
- **An Online Appointments facility is available through our website [www.onepointmedical.com.au](http://www.onepointmedical.com.au)**

## Same Day Policy

- If you or someone you know is unwell, we know you'll want to see a doctor right away. That's why we have a same day policy (*or next available appointment \*note below*). The appointment may not be with your usual doctor, and a wider variety of available times will be disclosed, dependent on the time of day. We will always do our best to accommodate your unique needs.
- **\* Please note from time to time there are emergencies, and on rare occasions this policy may not apply**

## Reminder Systems

- We know that it can be difficult sometimes to remember appointments, so our system now sends an electronic reminder by SMS the day before your appointment.
- We also have a computerised recall system where patients will receive health reminders from their GP. Our previous system, HotDocs, has now been replaced by Automated.
- For reasons of privacy you need to identify yourself prior to opening the message. There is also a link enabling you to make an appointment online.
- For those who do not use a mobile phone, you will continue to receive reminders through the mail.

## Waiting Times

- No one likes to be kept waiting. Our staff respect this and try to adhere to appointment times. The unpredictable nature of a medical practice means that consultations sometimes last longer than anticipated. We sincerely regret any inconvenience caused to patients when we are behind schedule.
- Please feel free to phone our surgery to check whether your appointment will be on time.
- Please also monitor your mobile as reception will try to send you an SMS advising of any delay.
- If you require any assistance, please consult our friendly staff.

## Our Doctors

### Dr Chris Mulroney

BSc(Hons), MBBS

### Dr Sophie MacNeil

MBBS (Hons), FRACGP, DRANZCOG

### Dr Juliet Froomes

MBBS,FRACGP, Dip.Obstetrics,Cert.

Reprod.Health

### Dr Joel Chan

MBBS, BMedSci, MPH, DCH, FRACGP

### Dr Ilana Hornstein

MBBS, FRACGP

## After Hours Care and Home Visits

**REMEMBER - If you have a medical emergency telephone '000' for immediate care.**

One Point Medical contract a medical deputising service for after-hours medical care: *National Home Doctor Service: 13 74 25*

The afterhours deputizing service offers home visits after hours which are classified as:

Mon – Fri : 6.00pm – 8.00am

Saturday: from 12 noon

Sunday, Public Holiday: all day

## Cancellation Policy

- Patients who cancel an appointment with less than 4 hours' notice, or who fail to attend (such as forgetting the time) will be subject to a cancellation charge.
- The charge is based on whether a single or double appointment had been booked and is 75% of the fee.

## Repeat Prescriptions

- In order to monitor your health and fulfill our ethical and legal responsibilities, we require that you attend your doctor (or if your usual doctor is not available, one of the other doctors) in order to receive further prescriptions for your medications.

## Sickness Certificates

- A certificate may only be issued after an examination by a doctor, so you must make an appointment. It is now illegal to back-date medical certificates so please be aware of this when making your request.

## Receiving Results

- It is the policy of this practice to have all patients return for a consultation for their results. In certain circumstances the nurse will be authorized to give results over the phone.

## Telephoning your Doctor

- Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse or receptionist can help determine urgency. Our doctors prefer that most problems are best dealt with in a consultation.

## Emailing the Clinic

- Email is not encrypted and should be used for general non-urgent communication.
- *Please do not send emails relating to:*
- Personal or medical matters, information or requests to your doctor, requests for appointments, nor urgent medical matters

## Billing Arrangements

- Your account will depend on the type and length of consultation. Payment on the day is expected unless prior arrangements have been made. We do not have an account system.
- Workers compensation accounts will be billed to Work Safe or your employer, however, should liability not be accepted for the injury then the account will be your responsibility. Please ensure that you have your claim number available. The first WorkSafe consultation is paid by the patient
- Please note that the reception staff can help you claim your Medicare Rebate through the practice TYRO machine. The rebate is deposited directly into your account. Eftpos, credit card, cheque and cash facilities are available for your convenience.

## Vaccines

- Patients are encouraged to take advantage of free vaccines made available by the Federal and State Governments. Please ask our nursing staff or your doctor for further details.
- For those planning travel overseas, we stock the standard vaccines commonly required. Please call to enquire what you may need for your trip.
- We are registered to stock and give Yellow Fever vaccines

## Gaining regular patient feedback

We appreciate patient feedback. Please speak to your receptionist and/or place your comments in our special Suggestion Box.

## Please stay tuned for information on:

Updates on our electronic services

Updates to our website:  
[www.onepointmedical.com.au](http://www.onepointmedical.com.au)

Like us on facebook:

<https://www.facebook.com>

### Magazines

- We have a diverse selection of books for our patients to enjoy. We also offer a complimentary photocopying service in case you find an article that you would like to keep.

### Brochures

- We have many brochures available for perusal and to advocate the importance of public health education. Patients are made aware via signage and our marketing materials that anything they require which is not available can be ordered in. In addition, information sheets are provided to patients on a regular basis where relevant. These may include information on the flu, chickenpox or any current epidemic.

### A team of friendly doctors

- We understand that it is important to find a doctor that you feel comfortable discussing all of your health issues with. We have a team of highly trained and experienced GPs with expertise in women's health, men's health, children's health, surgical procedures and mental and emotional health.

### Staff training

- Staff attend regular training, seminars and workshops to ensure their skills are up to date and to introduce new ideas to the practice.

### Child Friendly Area

- A colourful room where kids can be quietly entertained with books, toys, drawing materials or movies.

### Interpreter Service

- Whatever your preferred language, we can help you organize an interpreter to assist with any language barriers.
- One Point Medical uses the Telephone Interpreter Service 1300 131 450 when required. We can organize an "over the phone" service or with 48 hours' notice an "on-site" service.
- We also arrange interpreters through NABS, National Auslan Interpreter Service, for our deaf patients. <http://www.nabs.org.au>

### Management of your files

- Your medical information is confidential, however One Point Medical often forwards certain medical information to other medical organizations such as the Australian Immunisation Register. This is a normal practice and is only for the benefit of the patient. Information at One Point Medical is handled according to the present Privacy Act. Should you require further details, please speak to the Practice Manager (details below).

### Patient feedback

- Our goal is to provide a quality and caring service in a comfortable, harmonious atmosphere. Therefore if you have any concerns or suggestions, please phone or write to our Practice Manager:

**Ms Nicky Jardine**

**Bhacs.,Dip.P Mgmt.,FAAPM.,JPQ**

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E [manager@onepointmedical.com.au](mailto:manager@onepointmedical.com.au)

We genuinely wish to hear from you. From time to time this practice invites patients to complete questionnaires on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our services. We believe that problems are best dealt with through the practice. Indeed, we want to know if you are concerned about any aspect of our service. However, if you feel there is a problem you may wish to take outside, you may prefer to contact the Victoria Government Centre for handling complaints.

**Health Quality and Complaints Commission**

Health Services Commissioner

Complaints and Information

Telephone: (03) 8601 5200

Toll Free: 1800 136 066

Fax No.: (03) 8601 5219

<http://www.health.vic.gov.au/hsc/patient/complaint.htm>

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