



Practice Information Sheet

92 Stevedore Street
 Williamstown, Vic 3016
Ph.: (03) 9397 2800
Fax: (03) 9397 3344
Email: reception@bluestonefmc.com.au
www.bluestonefmc.com.au

Medical Professional

Dr Ashubabu Thadi: General Practitioner. Dr Thadi is an experience General Practitioner with skills in Surgery, Orthopaedics, Men's Health, Women's Health, Paediatrics and Chronic Disease Management. Dr Thadi is specially trained and has great interest and experience in Skin Cancer diagnoses and treatment.

Sri Bharati Kota: General Practitioner. Dr Kota is a an experienced General Practitioner, her interests include Women and Children's Health, Pre and Post-Natal Care, Implanon insertions and removals, Cervical Screening, Mental Health and Minor Surgical procedures. Dr Kota has vast International and Australian experience, having also worked in Saudi Arabia and India.

Nursing Staff

Lisa Taliana: Registered Nurse / Diabetes educator
Clare Ryan: Registered Nurse

Receptionist Staff

Emma, Samantha, Reuben

Appointments

Any person can either telephone for an appointment or walk in to the clinic at any time during opening hours and be seen by the next available doctor, (there may however be a considerable wait time). Alternatively you can login to our website or our appointment booking system, AutoMed to book appointments. Appointments can be made via phone on **(03) 9397 2800** or drop by the Centre. If you require a longer appointment please tell the receptionist while you are talking to them. Every effort will be made to accommodate your preferred time.

Emergencies will always be given priority at our Clinic.

If you or a family member requires an interpreter service please let us know when you make the appointment so we can organise this for you.

If you are unable to attend your appointment, please let the reception team know as soon as possible by ringing us as cancellations in less than 3 hours may be subject to a \$20 cancellation fee.

The centre is open from 9:00am to 5:00pm Monday to Friday and 10:00am to 3:00pm Saturday, we are closed on public holidays. If you require after hours medical assistance of a non-urgent nature please call DoctorDoctor on 132660. **In case of a medical emergency outside our hours of operation please call 000.**

Telephone Access

If you wish to talk to your doctor or the nurse, please do not hesitate to contact us between 9am and 5pm Monday to Fridays on **(03) 9397 2800**. If the people you wish to speak to is not available, please leave a message with the reception staff and they will contact you as soon as possible. If your call is urgent, please be sure to tell the person taking your message.

Services available

Bluestone Family Medical Centre offers a range of services such as:

• Asthma management	• Child/Maternal Health/Obstetrics ante natal care	• Quit smoking
• Worker compensation	• Diabetes	• Chronic disease management

BLUESTONE FAMILY MEDICAL CENTRE

• Aged care services including palliative care	• Immunisation	• Preventative Health Checks
• Men's Health	• Women's Health	• Insurance and Pre employment Medicals
• Travel Health	• Sexual Health	• Counselling

Fees and billing arrangements

Bluestone Family Medical Centre is a Mixed Billing Practice.

Bulk-billing is available to the following patient groups who hold a valid Medicare Card:

- Children Under 16 years of age
- People over 65
- Commonwealth Health Care Card and Pension Card holders
- DVA Gold and White Card Holders
- Follow up Appointments for results etc..

A Private Fee applies to all new patients to the clinic who do not fit into the above categories. The consultation fee will be charged at the initial consultation. Subsequent follow up visits relating to the initial consultation may be Bulk Billed.

If you have not been seen at the clinic for a period of 3 months or more an initial Private consultation Fee may again be payable.

A full list of our consultation fees is available from our Reception.

Receiving the results of any test or procedure

If you have had a test done, you will be contacted by SMS once results are available advising you to make an appointment, if you do not receive a message within 3 to 5 working days following the test please be sure to contact the clinic to make an appointment to discuss the results.

It is our policy that results will not be given over the phone and our clients are encouraged to make appointment with the doctor following any tests so we can go through the results with you and explain them answering any questions you may have.

Recall and Reminder System

Our practice is committed to preventive and holistic health care and follows best practice guidelines. Bluestone Family Medical Centre works in cooperation with National and State based recall and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system please tell the receptionist or your doctor.

Management of your Personal Health Information and Your Rights

Your medical record is a confidential document. All staff at Bluestone Family Medical Centre respects the privacy and confidentiality of your health information. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We have a comprehensive policy on the management of Personal Health Information and a brochure regarding "You have privacy rights". Please ask at reception for a copy of these brochure at any time. We abide by the ten National Privacy Principles available at the following link: <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-2-national-privacy-principles>

Complaints Feedback and Suggestions

We take pride in the services we offer and welcome any comments. There is a suggestion box in the waiting room for this purpose. Please feel free to discuss any concerns you may have with your doctor.

We welcome any feedback that will help us to improve our service. We take your concerns and suggestions seriously. Please don't hesitate to speak to us if you have any complaints or feedback.

if you are not satisfied with our response then you may contact the Health Service Commissioner at the details below

**Health Services Commissioner
Complaints and Information
Telephone: (61 3) 8601 5200
Toll Free: 1800 136 066
Fax No.: (61 3) 8601 5219
TTY No. 1300 550 275
E-mail: hsc@health.vic.gov.au -**

This is a no smoking facility

Please take the time to read through our practice information sheet and don't hesitate to contact us for any clarification.

BLUESTONE FAMILY MEDICAL CENTRE