

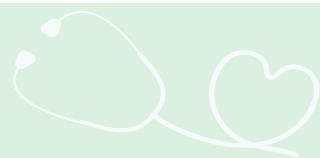


HARGREAVES STREET MEDICAL PRACTICE

454 Hargreaves Street Bendigo 3550 Ph: 0354543973 Fax: 0354988857
Web: www.hargreavestmedical.com.au Mail: reception@hargreavestmedical.com.au



Hargreaves Street Medical Practice Practice Information Sheet





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Practice Background

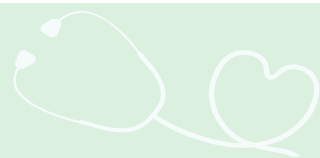
Located in the heart of Bendigo, Hargreaves St Medical is a family medical practice offering comprehensive and affordable medical care tailored to the needs and wants of our patients. Our experienced team of doctors, specialists, nurses and administrative staff are committed to providing a high level of healthcare for you and your family.

We provide a comprehensive range of general practitioners with special interests including Chronic Disease Management, Mental health, Paediatric and Geriatric care, Skin Cancer check and minor surgery, Acupuncture...etc.

Our practice is located at 454 Hargreaves St, Bendigo 3550, with Dorevitch Pathology occupying one room. Hargreaves St Medical is currently taking new patients and invites you to join our clinic.

Our Practice Profile

Name of Practice	Hargreaves St Medical Practice
Street Address	454 Hargreaves Street Bendigo 3550
Postal Address	454 Hargreaves Street Bendigo 3550
In-Hours Telephone Number	03 5454 3973
After-Hour Telephone Number	03 5454 3973 redirected to an after-hours phone
Facsimile Number	03 5498 8857
Email Address	reception@hargreavestmedical.com.au
Web Address	https://hargreavestmedical.com.au/





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Our Practice Team

Medical	
General Practitioner	Dr Shoaib Mirza
General Practitioner	Dr Shazia Shoaib
General Practitioner	Dr Sameer Momin
General Practitioner	Dr Charmian King
General Practitioner	Dr Seyedeh Maryam Sahafi
Specialists	
Psychiatrist	Dr Owais Sharif
Pain and Rehab Specialist	Dr Faraz Jeddi
Allied Health	
Diabetes Educator	Mr Romi Hadi
Dietitian	Mr Tony Lee
Physiotherapist	Mr Vikas Malhotra
Psychologist	Ms Susan Lloyd
Psychologist	Ms Susan Kidd
Nurse	
Registered Nurse	Ms Sarah Stacey
Registered Nurse	Miss Eloise Mclean
Administration	
Receptionist	Ms Danielle Newlan
Receptionist	Miss Madison Giofrelle
Receptionist	Mrs Hejab Khan
Receptionist	Ms Terri Worthington
Receptionist	Ms Hannah Evans





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Practice Services:

In addition to general medical consultations, our practice offers the following services:

Children's Health & Childhood Immunisations	General Medical Practice
Travel Advice and Immunisations	Employees Drug Screening
Workplace and Corporate Health Care	Women's Health/Screening
Workcover Claims	Antenatal and Maternal Health
Pre-employment Medical Assessments	Pain Management
Aboriginal & Torres Strait Islander Health Checks	Asthma Management
Health Assessments of Elderly and At-Risk Patients	Mental Health Care Plan
Chronic Disease Management Plans and Health Assessments	

There is a range of posters, leaflets, and brochures about health issues relevant to the community available for all of our patients via the:

- Waiting Room
- Consultation Room
- Treatment Room
- Practice Website

Practice Hours

Monday	9:00 am to 5:00 pm
Tuesday to Friday	8:00 am to 5:00 pm
Saturday	Closed (Subject to doctors availability)
Sunday	Closed (Subject to doctors availability)
Public Holiday	Closed (Subject to doctors availability)





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Practice Consultation Fees

HSM Medical is a mixed billing practice offering both private and bulk billing practitioners. Some doctors may offer bulk billing services for general consults or for anyone who holds a pensioner concession, health care card or Veterans Affairs card. Other doctors may charge an out-of-pocket fee for consultations and procedures. This is done completely at the discretion of each individual GP.

Patients are made aware of the costs associated with accessing care at our practice through:

- Signage at reception
- Our website
- Our practice information sheet.

All worker's compensation and motor vehicle accident patients are required to pay their accounts at the of consultation unless a letter of liability is produced from their insurance company or employer.

Clinical Procedures: An out of pocket fee will apply for any clinical procedure or for the transfer of medical records. Please find attached fee chart:

Type of appointment	Out of Pocket Fee
Excision	\$30
Ear Syringe	\$30
Skin Check	\$30
Cryotherapy	\$30
Cervical Screening	\$30
Pregnancy Test	\$30
Implant Insertions	\$30
Suture Removal	\$30
Dressing Change	\$30
PRP Injection	\$100
Holter Monitor	\$25
ABP machine	\$25
Transfer of Medical Records	\$30
Medical record request for lawyer, WC or TAC	\$75
Report Request	discretion of each individual GP

Suture removal or dressing change is bulk billed if they had the procedure done at the clinic.





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After-Hours Care/Home Visits

HSM offers after-hour care to existing patients of the clinic by our own general practitioners. Our clinic has a 7-day/week roster of Senior GPs who provide Teleconsultations for all HSM Medical patients during the after-hours period. After-hour care is not bulk billed and out of pocket fee of \$100 will apply.

Where safe and reasonable, HSM makes visits to regular practice patients in their homes, aged or residential care facilities, or in hospitals within and outside of normal working hours.

A patient can arrange for a home or other visit or a general practitioner may request to see a patient in their place of residence if the following criteria are met:

- The patient is a regular patient of this practice
- The patient resides in a location that is within a reasonable travelling distance of the practice
- Where it is safe and reasonable

Arrangements for walk-in patients

Hargreaves St Medical provides medical consultations via appointment, however, we also welcome walk-ins depending on doctor availability. Where possible, please call reception before visiting.

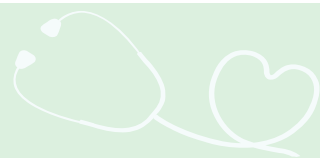
Management Of Your Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal information at all times and to ensure that this information is only available to an authorised member of staff. A copy of our privacy policy is available on request from reception.

Translation Services

Hargreaves St Medical offers two main translation services:

1. Translating and Interpreter Services (TIS) – catering to over 200 different languages. Used for patients if English is not their first language.
2. National Auslan Interpreter services (NABS) -for a patient who has hearing, and/or speech impairment.





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Electronic Communications

Hargreaves St Medical endures providing patients with access to timely advice and accurate information about our clinic via telephone, fax and email. We encourage the use of digital technology within our clinic to enable our patients to have 24-hour access to our booking systems via our website.

Our patients are given the option of being contacted by electronic means such as email when registering as new patients here and signing the consent form. The signed consent form will be scanned and recorded into the patient file. Patients can withdraw from receiving electronic messages at any time by request. It is acknowledged by the practice that consent is implied if the patient initiates electronic communication.

Staff are mindful of confidentiality and the patient's right to privacy when replying to any telephone or electronic communications.

Communication and Telephone Policy

HSM allow patients an opportunity to obtain advice or information related to their care by electronic means, but only where the general practitioner determines that a face-to-face consultation is unnecessary and that communication by electronic means is suitable. HSM will only provide information that is of a general, non-urgent nature and will initiate electronic communication (such as email appointment reminders) with patient consent. Any electronic communication received from patients is also used as a method to verify the contact details we have recorded on file are correct and up-to-date.

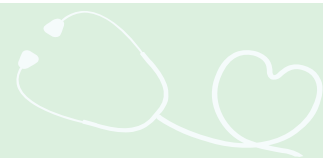
Communication with patients via electronic means is conducted with appropriate regard to privacy. Before obtaining and documenting the patient's consent, patients are fully informed through the information contained in HSM Medical's New Patient Information Form, stating the risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Our practice also has an automatic email response system set up so that whenever an email is received, the sender receives an automated message reinforcing information regarding these risks.

Results

The procedures used by our general practice to review, follow up and recall patients are complex and varied. The system is designed in a way that anticipates that individual cases will require different levels of follow-up depending on the clinical significance or importance of the case.

All abnormal results or results that require urgent attention are contacted via phone by the patient's general practitioner or reception and an appointment are organized for them to obtain their test results in a clinic or by telephone conference if suitable.

When a doctor is away, we have a "Buddy System" in place to ensure patients are getting the highest possible care. The doctor going on leave is to nominate another doctor (the buddy) at the clinic to check all results/correspondence while they are absent. The buddy doctor will check all results/correspondence and recall any patients with urgent results. The buddy doctor will continue to see the patients until the patient's usual doctor returns to the clinic.





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Recall or Reminder System

Our practice uses email for non-urgent result recall appointment reminders as well as other types of health reminders such as immunizations and cervical cancer screening tests. If any results are abnormal and/or require urgent attention, the patient's general practitioner or reception will contact the patient via phone call and organize an appointment for them to obtain their test results in the clinic or via a telephone conference if suitable.

If 3 attempts have been made to contact the patient for an appointment regarding the recall of their results and these attempts have not been successful, a letter via registered post is sent.

Patient Feedback and Complaints

Hargreaves St Medical is committed to providing our patients with high-quality health care and service and we welcome patients' thoughts and suggestions. Feedback is greatly appreciated and encouraged as it helps us understand how we can further improve our services to our clientele.

We treat patients' feedback and complaints seriously. We encourage patients to raise any concerns directly with a member of our practice team or with our Practice manager. If you would prefer not to speak with a staff member, then please feel free to contact us via email at feedback@hargreavestmedical.com.au alternatively, you may complete the suggestion form available in the waiting room and place it in the letterbox for anonymous suggestions/comments. We will ensure your feedback is responded to and will attempt to resolve any issues in a timely manner.

If you feel your complaint was not dealt with appropriately, you may contact the Health Service Commissioner at (03) 86015222, or by mail to: Level 30, 570 Bourke Street, Melbourne

