

## Recall & Reminder System

The practice has an established recall & reminder system. It is our policy to enrol patients in this system unless otherwise advised. Speak to your doctor for more information.

## After Hours & Emergency Care

### **In an Emergency, please call 000**

Our doctors provide after-hours care to our patients until 11:00pm on weekdays.

From 11:00pm to 8:00am weekdays, weekends from 12:00pm & on public holidays, after-hours care is provided by **Hello Home Doctor Service**, who offer a home-visiting service.



Phone the practice after-hours to access these services.

Alternatively, contact your local hospital Emergency Department:

**Cabrini Hospital Emergency Department** - Ph: 9508 1500  
**Epworth Hospital Emergency Department** - Ph: 9506 3000

These are both Private Hospitals so there will be an out-of-pocket fee.

The Alfred Hospital, Monash Medical Centre & the Royal Children's Hospital also have Emergency Departments.

## Further Information

For further information please speak to our friendly team, or check out our website [www.glenirismg.com.au](http://www.glenirismg.com.au) where you will find our regularly updated Clinic News section, FAQ's page, useful links to relevant health websites as well as more detailed information on our doctors & the services we offer.

Follow us on Facebook by scanning the QR code below:



## Feedback & Complaints

We welcome constructive feedback from our patients with a view to continually striving to improve the service we offer.

Patients can provide their feedback via the online feedback form on our website or by contacting the Practice Manager Kathryn Kirkham on 9509 7633.

Alternatively, a formal complaint may be lodged with:

**The Health Complaints Commissioner**  
**Level 26, 570 Bourke St**  
**Melbourne, Vic, 3000**  
**Ph: 1300 582 113**  
**[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)**

## Privacy Policy

Available at reception or on our website.

## Cyber Security

Please refer to the statement regarding Cyber Security from our IT partner Digital Medical Systems (DMS) on our website, at reception or scan the QR code below:



Glen Iris Medical Group acknowledges the original custodians of the land, both the Bunurong & Woioiurrung people. We welcome all Aboriginal & Torres Strait Islander patients to our practice.



Glen Iris Medical Group welcomes diversity of race, culture, spirituality, gender, identity, ability & orientation. We pledge to provide inclusive & non-discriminatory services.



## Practice Information

GIMG welcomes new patients & is committed to providing the highest quality medical care.

We are a fully accredited, private billing practice & registered Travolvax clinic.

### Doctors

Dr Jane Healy	Dr Pearl Mak	Dr Min Teo
Dr Sharon Woolf	Dr Natalie Taft	Dr Lisa Prichard
Dr Jenny Butterley	Dr Meredith Day	Dr Jadwiga Kapusta
Dr Sumudu Cooray	Dr Saul Cohen	Dr Satheesh Gabriel
Dr Vivien Gu		

### Nurses

RN Tara Burrell	RN Peta Bond	RN Caroline Parker
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**177 Burke Road**  
**Glen Iris, Vic, 3146**

**Ph: 03 9509 7633 Fax: 03 9509 6177**  
**After-Hours: 03 9509 7633**

**[www.glenirismg.com.au](http://www.glenirismg.com.au)**

### Opening Hours

Monday & Tuesday	8:00am – 6:30pm
Wednesday & Thursday	8:00am – 7:00pm
Friday	8:00am – 5:30pm
Saturday	8:30am – 12:00pm
Sunday (by appointment only)	9:00am – 12:00pm

Closed most public holidays



## Appointments

Patients still have the option of wearing a face mask when attending the practice. Patients with respiratory symptoms are asked to please wait outside/in their car prior to their appointment & to wear a face mask when inside the practice.

Our appointments are scheduled at 15 minute intervals. We do reserve "On the Day" appointments to fit in urgent matters.

New patients require a 30 minute appointment & our doctors ask new patients please bring along any medication they are currently taking.

We request that all patients notify reception upon arrival. We are aware that your time is valuable & always endeavour to minimise waiting times.

Occasionally your usual doctor may be unavailable, however, we function as a cohesive team & continuity of care will always be maintained when seeing another doctor.

Cancelling an appointment without due notice or not arriving for an appointment may incur a fee.

### Online Appointments:

Online appointments are available via our website [www.glenirismg.com.au](http://www.glenirismg.com.au) or the **AMS Connect app**. Scan a QR code below to download the app:



## GP Services

We have appointments available with both male & female GPs, with special interests covering all areas of general practice including preventative health care, women's & men's health, LGBTQI+ health, antenatal care, paediatrics, aged care, travel health, counselling, skin checks, minor procedures & chronic disease management.

## Nursing Services

Our highly skilled nurses are available from Monday to Friday, 8:30am to 5:00pm. Nursing services we offer include immunisation, wound care, ear syringing, Care Plans, BP/Holter monitors as well as assisting with minor procedures such as skin lesion removal & iron infusions. Nurse appointments can be booked via reception.

## Home Visits

If you are too unwell to come to the practice, our doctors can visit you at home provided you live within a reasonable distance from the practice. Beyond this, we refer to a locum service. We can also visit patients in hospitals & nursing homes.

## Travel Health

If you are travelling abroad, you may need advice about vaccination, malaria prevention and general health care. It is recommended you seek travel advice at least **6 weeks** prior to departure to ensure sufficient time for all vaccinations to take effect.

We stock a wide range of travel vaccinations, including Yellow Fever at the practice.

Travel kits & general travel consumables/medications are also available to purchase from the practice.

## Melbourne Pathology

Melbourne Pathology operates a collection centre from Glen Iris Medical Group.

While most tests are bulk-billed, there may be out-of-pocket fees for some pathology tests. Please check with the Collector prior to having your test.

This is a walk-in service (no booking required).

### Melbourne Pathology Opening Hours:

Monday & Tuesday	8:00am – 5:00pm
Wednesday to Friday	8:00am – 4:30pm
Saturday	8:30am – 12:00pm
Sunday	Closed

Please note Pathology is closed for lunch from 1:00pm to 1.30pm weekdays.



## Results

Patients are asked to phone the practice to receive their test results. Doctors check your test results & leave a message for reception staff to pass on to patients. Unless urgent, please wait 3 to 5 days before phoning.

In some cases, you will receive an SMS from us advising that your doctor would like you to book an appointment to discuss the results, or to speak to the practice nurse about them.

## Fees - from 1<sup>st</sup> November 2023

Appointment type	Fee	Medicare Rebate
Standard consultation (15 mins, MBS item 23)	\$107*	\$41.40
Long consultation / New Patient (30 mins, MBS item 36)	\$205*	\$80.10

\*Consultations on weekends, public holidays, after-hours & home visits incur a higher fee.

We ask that all accounts be paid on the day. We can process the Medicare claim on your behalf & the rebate will be paid into your bank account. Visa, Mastercard & EFTPOS payments are accepted. Cash/cheque payments are not preferred but can be accepted.

**For telehealth consultations, a payment link will be sent to you via SMS following your appointment.**

In addition to the consultation fee, further costs may be incurred through investigations, procedures, treatments or specialist consultations.

## Repeat Prescriptions & Re-Referrals

We now offer a Script Renewal & Referral request service **online** via our website or the AMS Connect app.

To be eligible to use this service, the patient must have attended an appointment within the last 6 months (or 12 months for the Oral Contraceptive Pill) & the request must be for a repeat prescription of **one** regular, continuing medication, or a re-referral to a specialist for ongoing care.

Please note there is a 2 to 4 business day turnaround time for a script/referral without an appointment. If you require something more urgently, or if you require more than one script or referral, you will need to book an appointment.

There is a fee of \$28 for this service.

**It is illegal for doctors to back date a referral, please ensure your referral is current prior to any specialist appointment.**

## Medical History Transfers

If you require your medical history to be transferred to another practice, a transfer fee may apply. We require a consent form signed by you from your new practice before we can provide them with a copy of your medical record.