## ***Repeat Prescriptions & Re-Referrals***

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

To be eligible to use this service, a 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. 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 $35 for this service.

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

## ***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.

## ***Further Information***

For further information please speak to our friendly team, or check out our website **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.

## ***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 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***

## ***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 traditional custodians of the land, the Wurundjeri Woi-wurrung and Bunurong people and welcomes all Aboriginal and 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.

### Doctors

Dr Jane Healy
Dr Pearl Mak
Dr Min Teo
Dr Natalie Taft
Dr Lisa Prichard
Dr Jadwiga Kapusta
Dr Sumudu Cooray
Dr Saul Cohen
Dr Vivien Gu
Dr Jacqueline Brivulis
Dr Jeah Bhalla
Dr Ritam Jain
Dr Alida Lewis
Dr Jacqueline Harbig

### Nurses

RN Tara Burrell
RN Caroline Parker
RN Catriona Chadwick
RN Andrea Burke
RN Michelle Remnant

### Allied Health

Justina Samuel - Psychologist
Sally Yeh - Clinical Psychologist


**321 Wattletree Road**
**Malvern East, Vic, 3145**

**&**

**177 Burke Road**
**Glen Iris, Vic, 3146**

**Ph: 03 9509 7633 Fax: 03 9509 6177**

**E: reception@glenirismg.com.au**

**www.glenirismg.com.au**


Proudly AGPAL Accredited
Our commitment to your safety and care

## Opening Hours

### 321 Wattletree Road, Malvern East

| | |
|---|---|
| Monday to Thursday | 8:00am – 6:30pm |
| Friday | 8:00am – 6:00pm |
| Saturday | 8:30am – 12:00pm |
| Sunday (by appointment only) | 9:00am – 12:00pm |
| Closed most public holidays. | |

### 177 Burke Road, Glen Iris

| | |
|---|---|
| Monday to Friday | 8:00am – 1:00pm |
| Saturday & Sunday | Closed |
| Closed most public holidays. | |

## Appointments

Our appointments are scheduled at 15 minute intervals.

New patients require a 30 minute appointment & our doctors ask new patients to 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.

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.

### *Online Bookings:*

Appointments can be made online via our website **www.glenirismg.com.au** or the **AMS Connect app**. Scan a QR code below to download the app:

**APPLE** **GOOGLE PLAY**

## 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 & infusions. Nurse appointments can be booked via reception.

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

## Fees

We are a private-billing practice and most consultations will incur an out-of-pocket fee.

For more detailed information about our fee structure, please see our **Fee Brochure** in the waiting room or on our website.

| Appointment type | Fee | Medicare Rebate |
|---|---|---|
| Standard consultation (6-19 mins) | $115* | $45.05 |
| New Patient / Long consultation (20-39 mins) | $225* | $87.10 |

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

## Pathology

Melbourne Pathology operates collection centres from both of our sites. This is a walk-in service (no booking required). 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.

**Melbourne Pathology Opening Hours:**

### 321 Wattletree Road, Malvern East

| | |
|---|---|
| Monday to Friday | 8:00am – 5:00pm* |
| Saturday | 8:30am – 12:00pm |
| Sunday | Closed |
| *Closed for lunch from 1:00pm to 1.30pm weekdays. Closed most public holidays. | |

### 177 Burke Road, Glen Iris

| | |
|---|---|
| Monday to Friday | 8:00am –1:00pm |
| Saturday & Sunday | Closed |
| Closed most public holidays | |

MELBOURNE PATHOLOGY

## Results

In most cases, patients will receive an SMS from us advising if your test results are normal or require any follow up. It can take up to 7 days for your doctor to mark your results once we receive them. If there are any urgent results, we will be specifically notified by the pathology/radiology provider and you will be contacted by us ASAP. To receive your results sooner or to discuss them in more detail, please book an appointment.

## 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.

## 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.