KENSINGTON HILL
MEDICAL CENTRE

2 Kensington Road, Leopold, 3224.
Phone: (03) 5250 1208
Fax: (03) 5250 1013
www.khmc.com.au

**PRACTICE HOURS**

Monday 8am - 7pm
Tuesday 8am - 7pm
Wednesday 8am - 7pm
Thursday 8am - 7pm
Friday 8am – 5.30pm
Saturday 8.30am – 11.30am
Sunday CLOSED

## WELCOME TO KENSINGTON HILL MEDICAL CENTRE

**We hope the following information will be of interest and help you to make the best use of our service.**

Kensington Hill Medical Centre is committed to providing its patients with a high standard of care for the benefit of each patient's health and wellbeing.
Our aim is to give our patients the highest possible quality of care, by ensuring excellence in all aspects of our practice. We endeavour to provide patients with the best and most current treatments, methods, materials and equipment within our resource capabilities to ensure that the patients receive the high quality of service they have come to expect. We believe that patients come first. Team work is highly valued and encouraged within the practice to promote a harmonious and productive environment. We hold great importance in ethical and responsible behaviour as essential to maintain the trust and loyalty of our patients and staff.
Together all members of the Kensington Hill Medical Centre team aim to provide a high standard of care.

The Kensington Hill Medical Centre opened in October 1995.
The surgery recalls the original name for this area, Kensington, which was changed to Leopold due to confusion with the Melbourne suburb.
The building houses the Kensington Hill Medical Centre which is our family medical practice along with Travel Health Geelong and Skin Health Geelong, which are travel medicine and skin care clinics. Further services we provide are diabetic education, lung function testing and 24-hour blood pressure monitoring.
Adjacent to the clinic at 6 Kensington Road is Kensington Hill Allied Health, housing Melbourne Pathology, Precise Podiatry, Dietetic Design and Geelong Hearing Aid Services.

Our clinical team consists of General Practitioners and our practice nurses Janine, Lee, Lynsey, Symantha, Yvette and Barbara.

## NEWS FROM KENSINGTON HILL MEDICAL CENTRE

We wish our practice nurse Sue all the best for retirement. Sue has made a great contribution to our practice over her 18 years of service.

We are excited to announce that Dr Laura Kambuts and her partner are expecting the birth of their second child early in the new year. We wish Laura all the very best throughout her pregnancy.

In addressing recent patient feedback, we acknowledge patient waiting times. If you feel that you have been waiting for an extended time please advise reception and they can give you an update.

My Health Record is the computerised personal health record that may be assessed throughout Australia with your permission by registered health professionals.
The minimum information that is recorded is a patient's past medical history, medications being taken, history of allergies and vaccinations recorded.

Online bookings can now be made 24/7 at www.khmc.com.au offering a range of appointments for existing patients of Kensington Hill Medical Centre. Patients can view online a health professionals' calendar, book an available appointment and also receive a SMS reminder. These options allow patients to be as specific as they want in trying to find and choose convenient appointments.

### CONSULTATIONS

Consultations are available by appointment. Long consultations are available if required, please advise reception staff when booking.
A quick clinic is also available for very simple one of matters such as a prescription renewal or medical certificate.
Emergencies are always given first priority which can sometimes lead to delays in appointment time keeping, we thank you for your understanding during these occasions.

### AFTER HOURS ARRANGEMENTS

There is always a doctor available 24 hours for important and urgent matters that cannot wait until the next working day. The Home Doctors Service provides some after hour care. Phone the surgery on the usual number 03 5250 1208 and a message will advise you of the arrangement.

### HOME VISITS

Home visits are provided where deemed safe and reasonable for regular patients whose condition prevents them from attending the surgery. These are limited to a 5 km radius from the surgery.
I.e. Leopold, Wallington, Moolap.

### TEST RESULTS

Your Doctor will generally request that you make an appointment for discussion of test results. Depending on the nature of the test the Doctor may sometimes suggest you can phone for the results. If you do need to speak with the Doctor, and he or she is unable to take your call at the time, our friendly reception staff will take your details and get the Doctor to return your call at the earliest opportunity. At times you may receive a call or SMS from one of our staff members to make you an appointment with your Doctor.

### AVAILABILITY OF DOCTORS BY TELEPHONE

The best way to have an issue followed up is to make an appointment or communicate your query to reception staff who will follow the query up promptly. We generally do not offer phone consultations. This is at the Doctors discretion. For urgent problems, communicate the level of urgency to reception staff or call 000 for an ambulance.

## FEES AND BILLING ARRANGEMENTS

Fees are set at a reasonable rate and are review from time to time. Non-standard fees in certain circumstances may be charged at the doctor's discretion. Bulk billing is available to persons in need. Payment may be made using the convenience of EFTPOS. All accounts must be paid at the time of consultation.

| FEES | PRIVATE | REBATE |
|---|---|---|
| Brief Consultation | $50.00 | $17.50 |
| Standard Consultation | $75.00 | $38.20 |
| Long Consultation | $110.00 | $73.95 |

Some procedures and services incur an out of pocket fee, however due to the Medicare policy these **cannot** be bulk billed. We will electronically submit your claim after receiving full payment of your account. Please ask at reception if you have any concerns or questions.

## POTENTIAL OUT OF POCKET COSTS ASSOCIATED WITH REFERRED SERVICES

Kensington Hill Medical Centre is not responsible for expenses that may be incurred when visiting other health professionals, or if being referred for diagnostic procedures.
We encourage patients to ask when making an appointment if there will be an out of pocket expense.

## PRESCRIPTIONS

We emphasise that there is no substitute for a proper consultation for a prescription to ensure optimal patient care. Please make an appointment for this. A quick clinic is regularly available to reduce waiting time to obtain a prescription. In rare circumstances a doctor at their discretion may do a script without a consultation and there is an $10.00 fee for this. If you have not been seen in the last 6 months, it is required you come in for an appointment.

## PATIENT HEALTH INFORMATION POLICY (PRIVACY & CONFIDENTIALITY)

All information regarding individual patients cannot be disclosed in any form except for strictly authorised use within the patient care context at our practice or a legally directed.
Health records are kept where constant staff supervision is easily provided. Personal health information is kept out of view and is not accessible by the public.
All patient health information is considered private and confidential, and is not disclosed to family, friends, staff or others without the patient's consent. This information includes medical, residential, employment and family information. Each staff member is educated on privacy laws and signs a confidentiality agreement on commencement of employment. In addition to Federal legislation, our practice also complies with State legislation.
Our Practice Privacy Policy is on our webpage www.khmc.com.au

## TRANSLATION SERVICES

Our practice encourages patients with English language difficulties to utilise Translating and Interpreting Service on 131450.
Our practice encourages patients with hearing difficulties to utilise National Auslan Booking Service on 1800 246 945 or bookings@nabs.org.au

## OTHER INFORMATION

Open honest communication is the best way to clear any misunderstanding. Please feel free to discuss any difficulty.
We welcome constructive suggestions that would enable us to further improve the standard of the service we provide.
You may prefer to write to us or use our suggestion box. We take concerns, suggestions and complaints seriously.
If you feel that there is a problem that should be taken up outside the practice these may be addressed to the Victorian Health Services Complaints Commission on 03 8601 5200.