

**Phillipson Street Clinic**  
63 Phillipson Street Wangaratta, 3677

**Ph 03 5721 2167**

**fax 03 5722 2620**

Email : [info@phillipsonstreetclinic.com.au](mailto:info@phillipsonstreetclinic.com.au)



*Phillipson Street Clinic is an Accredited Clinic*

**Practice Hours** – Appointments only  
8.00am to 6.00pm Monday – Friday  
9.00am – 11.00am Saturday

***Appointments***

When booking appointments every effort will be made to accommodate your preferred time and doctor.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your doctor has been called away. Please ensure your current contact numbers are updated at the clinic when attending or making appointments. This will ensure we are able to contact you for a change in appointments time or availability. Longer consultation times are available, so please discuss this option with our reception staff.

If you, or your family, require an interpreter service we can organise this for you. Please notify staff when making your appointment.

### ***Home and Other Visits***

Home visits are an integral part of our service. These are appropriate for patients who suffer chronic physical conditions which prevent them from attending at the surgery or are acutely unwell and unable to attend the clinic.

Patients are encouraged to contact the clinic before midday, when possible, if a home visit is needed.

The decision to visit will be based on the grounds of medical urgency, as determined by the doctor or nurse.

### ***After Hours Care Arrangements***

The Phillipson Street Clinic provides 24 hour, 7 days a week care for patients who attend this clinic through an After Hours Arrangement shared with 3 other medical practices. To access the After Hours Doctor on call, please phone the normal clinic number 5721 2167 and listen to the recorded message. You will be notified of the number to ring for After Hours medical assistance. Alternately there is signage in the front window of the practice displaying the After Hours contact number.

You are advised to ring **000** for a medical emergency, or Nurse on Call 1300 606 024.

### ***Coordination of Care***

Phillipson Street Clinic encourages our clinical staff to utilise available services to achieve positive outcomes for our patients, this will include medical specialists, consultants, surgeons, allied health professionals and local council.

Patients will be made aware of the costs and charges involved in referral to another service. When doctors give advice or treatment options, there is no obligation for the patient to comply, and the patient is free to accept, or reject, the advice.

Doctors at Phillipson Street Clinic will provide appropriate information and encourage patients to discuss options and therefore assist them to make their own decisions.

Our doctors encourage patients to be frank and honest in giving information about their health which will assist in best possible outcomes.






At Phillipson Street Clinic we acknowledge patients have the right to seek medical care from wherever they wish.

Requests by a patient for the transfers of the medical records shall be promptly attended to.

A summary of clinical notes and copies of relevant specialist letters, reports and investigation findings may be sent to the medical practitioner of their choice.

## Medical Staff

Doctors at Phillipson Street Clinic are all vocationally registered General Practitioners who have a commitment to provide quality care.

<p><b>Doctor IAN PRICE</b> graduated from the University of Melbourne. He holds a Diploma in Obstetrics and Gynaecology and is a fellow of the Royal Australian College of Practitioners. Dr Price holds a certificate in Aviation Medicine and is authorised to perform aviation medicals.</p>	
<p><b>Doctor LYNETTE SQUIRES</b> graduated from the University of Melbourne. She is a fellow of the Royal Australian College of General Practitioners and has a Diploma in Obstetrics and Gynaecology. Dr Squires has a special interest in Women's Health, Ante-natal care and Paediatrics.</p>	
<p><b>Doctor ROWENA MANN</b> graduated from Monash University. She has a special interest in Women's Health and Paediatrics and is authorised to perform Diving Medicals.</p>	
<p><b>Doctor SHUAIB SYED</b> graduated from University of Health Sciences India. He has a special interest in Mental Health and dermatological conditions.</p>	
<p><b>Doctor FATIMA SAMEERA</b> has been working in Australia since 2007. She started her career as a Resident Medical Officer before being accepted in John Hunter Hospital, NSW, Paediatric training program. Sameera worked as a registrar for three years prior to deciding to move into General Practice. Her special interests are paediatrics, dermatology, antenatal care women's health and family planning.</p>	

### **Support Staff**

Practice Manager:

*Anthea Mitchell*

Practice Nurses:

*Fran Stuart* - RN Div 1

General Practice Nursing, Aged Care, Wound Management.

*Fiona Watson*—RN Div 1

General Practice Nursing, Registered Midwife, Accredited Immuniser.

*Anthea Mitchell* - RN Div 1

General Practice Nursing, Wound Management, Aged Care.

Office Manager:

*Joan Wales*

Reception/Administration Staff :

Sheryl Park

Anne Krause

Carli Adamo

Rosslyn Makin

Counsellor: Laura Parisotto

Dietician: Peta Larsen

Diabetes Educator: Jan Tregenza

### **Accounts**

Fees are payable at the time of consultation by Cash, Cheque, Credit Card or Eftpos. Our current fees are listed below, but if you have difficulty in paying consultation fees, please feel welcome to discuss it with us so we can come to some arrangement. Our Doctors accommodate Veteran Affairs and Work Cover Claims.

### **Consultation fees**

Please note: \$3.00 discount deducted off for payment on the day.

Fees current 1st July 2016

Normal 15 min consultation:	\$60.00 or \$ 50.00 (concession)	\$37.05 rebate
Long consultation 20mins plus:	\$90.00 or \$ 80.00 (concession)	\$71.70 rebate
Consultation 40mins plus:	\$120.00 or \$110.00(concession)	\$105.55 rebate

### **Reminder System**

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let us know at reception and this can, if you wish, be documented in your medical record.

### **Non Attendance**

If you are unable to attend your appointment, please notify the clinic as soon as possible.

Failure to attend an appointment without sufficient prior notice, may incur a fee, particularly if this has happened before.

This decision is at the discretion of the Doctor.

Please be aware - the appointment you do not cancel may be an appointment used by another patient.

### **Your Rights**

***If you have any concerns regarding the care you have received from this clinic, please discuss this with your doctor, the practice nurse or the practice manager.***

***If there is an issue you wish to discuss with the Government Complaint Body please contact:***

***Heath Services Commissioner  
10<sup>th</sup> Floor, 55 Swanston Street  
Melbourne 3000  
Phone 03 9655 5200***