PRACTICE INFORMATION SHEET

OGAM (logo)

740 Chapel street, South Yarra 3141

Phone: 03 9826 5107

Fax: 03 9826 5108

Email: info@ogam.com.au

Web: [www.ogam.com.au](http://www.ogam.com.au/)

After hours number: Doctor Doctor (132660)

Mixed billing clinic

Private billing doctors (MOG) & bulk billing doctors (PA & DR)

**Practice hours:**

Monday 9am- 6pm

Tuesday 9am- 6pm

Wednesday 9am- 7pm

Thursday 9am- 6pm

Friday 9am- 6pm

Saturday 9am - 1pm

Sunday - Closed

\*Closed Sunday and public holidays

**Practice Services:**

Services available at Ogam Medical include:

Medical services

General practice

Female health

Male health

Child health

Pregnancy/ antenatal care

Weight management

Travel medicine

Vaccinations

Aerospace medicine

Occupational medicine

Allied health: psychology

Minor surgical procedures (eg removal of skin lesions, Implanon insertion/ removal)

Cosmetic services

Anti wrinkle injections

Dermal filler injections

Fat dissolving injections

Microdermabrasion

Facials and peels

Needle rolling

Vascular laser

Skin tightening

Laser resurfacing

IPL hair removal

Laser skin rejuvenation

Skin threading

Skin services

Skin cancer management

Rosacea

Scarring

Lumps and bumps

Pigmentation

Vascular

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 rooms
* practice website

**Appointments:**

Please ring (03) 9826 5107 for an appointment. Every effort will be made to accomodate your preferred time and GP. Alternative methods include booking online through our website.

Private GP appointments are 15 mins in duration.

Bulk billing Doctor appointments are 10mins in duration.

Longer consultation times are available; if you require completion of forms, have complex or severe issues to discuss, or need a procedure of any kind, including Pap smear or implanon, immunisations etc then please ask our receptionist for extra time.

If you or a family member requires an interpreter service, please let us know when you make the appointment.

**Care outside normal opening hours**

Out of hours emergency medical care can be obtained by contacting our locus service, **Doctor Doctor in 13 26 60** This service is bulk billed.

Telephone access

GP’s are unable to be contacted during consultations unless specified arrangements have been made. In order to provide the best possible care, our GPS are unable to give advice over the phone. It is in the best interest of the patient to make an appointment to see a GP.

During business hours patients may speak to our practice nurse, however specific details will not be provided unless consent is given from the provider.

**Scripts and referrals to specialists without appointments**

To maintain quality healthcare service, a consultation with the doctor is required to determine the appropriateness of each request for referral or prescription, even if it is an ongoing concern.

Only under exceptional circumstances will an urgent script or referral be provided.

The provider may charge a fee for this service- at their discretion

**Getting Results of any text or procedure**

Your Doctor will advise when they expect to receive results st the practice.

Results may be provided to you in a number of ways

SMS to confirm a normal result

Nurse or GP to contact you by phone

You may be asked to arrange an appointment to discuss results with your doctor.

**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.

**Management of you personal health information**

Your medical record is a confidential document. It is our policy to maintain the security of personal health information at all times to ensure that this information is only available to authorised members of staff.

We abide by the National Privacy Principles. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au/) or cal the OAIC on 1300 336 002

A copy of our privacy information documentation is available from our reception staff and is also available on our website [www.ogam.com.au](http://www.ogam.com.au/)

**Immunisations**

Childhood vaccines are bulk billed during the week with a valid Medicare card

Travel vaccines include hepatitis A + B, typhoid, polio, tetanus and many others. Our practice is accredited to provide yellow fever vaccination; which is required to travel to Africa and South America.

In some cases 2 appointments may be necessary - as not all vaccinations are kept on the premises.

**FEES/ (out of pocket in brackets)**

Standard weekday consultation $75.00 ($36.80)

Long/ extended consultation $120 ($46.05)

Extra long consultation $180 ($71.15)

Psychology services standard $200

Psychology after hours/ weekend rate $230

**Medicare rebate**

Using our Tyro easy claim system, Medicare is able to pay the rebate directly into a patients cheque or savings account. (Patients must provide current Medicare information.)

Our practice provides both bulk billing and private doctors.

Any Procedures or patients without Medicare are privately billed.

Doctors will advise patient out of pocket expenses prior to any procedure but generally range between $150-$300

Children, pensioners, health care card holders and anyone financially disadvantaged will be bulk billed, given they have a current Medicare card.

**Additional costs**

Procedure fees (eg suturing, iron infusions) are charged as recommended by the Australian Medical Association (AMA). Please enquire during the consultation. There may be additional costs for tests and visits to specialists, pathologists and radiologists.

**Late cancellations/ No shows for booked appointments**

We would appreciate that you give as much notice as possible of your inability to attend your appointment. If you book and fail to attend without notice, a non-attendance fee may be charged.

Fees for late cancellation are:

$75 standard consultation

$100 cosmetic consultation

**Smoking policy**

This practice has a strict no smoking policy

**Your rights**

This practice prides itself on quality healthcare. If you have and questions, concerns or complaints we would be happy to hear from you. Alternatively you can also place a comment in the suggestions box.

Please contact the Practice Manager by phone or in writing with the details above if you are not satisfied with the service provided. Alternatively, you can contact the health complaints commission on 1300 582 113, Level 26/ 570 Bourke street, Melbourne

Email: hcc@hcc.vic.gov.au

Aboriginal and Torres straight patients are welcome in our practice; please advise staff if you wish to be identified in your health record.