



FUTURE HEALTH MEDICAL AND DENTAL CENTRE

142 Maribyrnong Rd, Moonee Ponds P: 9078 6259 F: 9078 6294

Patient Information Sheet

Purpose

Future Health Medical and Dental Centre is a new generation Medical Centre which operates on lower profit margins, making health needs more affordable and accessible. Future Health Medical Centre is Fully Accredited by AGPAL. It provides a range of general health services with an emphasis on illness prevention and Health education.

Attendance

Future Health Medical Centre is **open 9.00am to 5.00pm Monday to Thursday , Friday 9-12**. Appointment is essential and it reduces waiting time. Open access consultations are available also but require waiting some times. Longer consultations are available and may be arranged by prior appointment with no extra fees. Attendance is required for repeat prescriptions and results discussion. Our doctor's name is **Dr. Hanan Al-Ali**.

Home visits

The Doctor is available to make home visits in some VERY special circumstances. Please discuss with your doctor.

Afterhours

We use Locum service for afterhours and non-urgent matter. Their phone no is 132660. If you feel the matter is urgent please contact 000.

Fees

Medicare holders and overseas patient with proper insurance are BILLED PRIVATELY (MEDICARE AND GAP FEE).

Some fees might apply for forms, medicals, walk in without appointments and procedures.

Travel medicine

Future Health Medical Centre offers a comprehensive range of travel information. Travel advice should be sought at least 6 weeks before departure. Information about vaccination is available in our website.

Immunisation

All routine childhood, occupational and travel immunisations are available. Consultations are bulk billed.

Sexual health

We provide advice in all areas of sexual health, including STDs, contraception, pregnancy and smear tests.

Medicals

Medicals are available for occupational, licensing and sporting needs, including diving (SCUBA). Fees might apply.

Procedures

Minor procedures are performed including treatment for ingrown toenails, plantar warts, skin biopsy, removal of lesions, skin cancer removal and wound suturing. Fees might apply.

Reminders/Recalls

Future Health Medical Centre has a system for follow-up and recall of patients with abnormal test and imaging results and for this reason it is important for us to have current contact details for you. For details please discuss with your G.P. We also offer you the opportunity to be placed on our reminder system for management of routine health issues.

Results

No results are given through the phone for privacy reasons. Please arrange an appointment to discuss your results usually 5-7 days after the test been done unless the doctor advised otherwise.

Privacy

The privacy of health care services is prescribed by State Legislation in the Health Records Act 2001 and the Federal Information Privacy Act 2000. Future Health Medical Centre has a Privacy Policy that is available on the web site. The medical centre stores medical records in electronic form and practitioners have file access. You have the right to refuse to have your file stored in this manner. Office staff has supervised access to files for administrative processes. Future Health Medical Centre uses DE identified data for the purposes of medical accreditation and quality assurance. You can advise your doctor to “flag” your file as not being accessible for these purposes.

Your responsibilities

Provision of health care involves a responsible partnership between the Future Health Medical Centre and you. It endeavours to assist with all matters related to your health or illness. It is your responsibility to ensure that you obtain the results of tests by making follow up appointments with your GP.

Telephone Access/ Results

GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be passed to the doctor so they can return your call. Your call will always be put through to the GP in an emergency. No results can be given by phone at all by the staff.

Suggestion box

We welcome both positive and negative comments.

Complaints

In the case of dissatisfaction, it is appropriate that the matter be discussed with the Service provider or the Practice Manager. Unresolved disputes may be referred to the Victorian Health Services commissioner.

The Victorian Health services commissioner :Phone 8601-5200. Fax 8601-5219. Level 30, 570 Bourke St. Melbourne 3000.

The National Privacy Commissioner is able to receive complaints concerning privacy issues. Complaints here will have a response within 28 days.

Privacy hotline 1300 363 992. GPO Box 5218, Sydney NSW ,01.<http://www.privacy.gov.au/complaints>