

Meet our Service Providers:

Dr John Lazdins	Dr Becky Radcliffe
Dr Steven Bechervaise	Dr Tania Poon
Dr Lydia Tkacz	Dr Sook-Lin Lee
Dr Jenny Alexander	

Practice Nurse:

Wendy Hanna	Diane Jelinek
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Reception Staff:

Susan	Deb
Rosemary	Jasmine
Vic	

APPOINTMENTS

Appointments are by consultation only.

For your convenience we offer on line appointments through our website: www.advocatemc.com.au.

Urgent consultations can usually be accommodated by our flexible appointment system.

LONGER APPOINTMENTS

Please inform the receptionist when making your appointment if you need a longer appointment, so enough time is allocated for your needs.

RESULTS

Please ensure you make a follow up appointment with your Dr to discuss your test results.

AFTER HOURS CARE

This clinic has made arrangements for after hours care for our patients with Doctor Doctor. If you require medical attention after hours please call on **13 26 60** and request a doctor to visit you at your location. In the event of emergency the Ambulance service may be called on 000.

IMMUNISATIONS

Childhood Immunisations are available at the clinic. Please make full use of this government funded service for your children's safety.

HEALTH ASSESSMENTS

We offer yearly Health Assessment for our eligible patients. An appointment is booked with our Practice Nurse and your regular Doctor. Please advise our receptionists when booking for a Health Assessment.

MY HEALTH RECORDS

From 1 May you can register in the clinic for My Health Records (PCEHR). See reception if you wish to register for this.

HOME VISITS

Private residence, nursing home and hostel visits can be arranged for patients of the practice who are unable to attend the surgery because of their severe medical condition. For further information, please call the clinic during normal opening hours.

FAST TRACK CLINIC

We now offer our Fast Track Clinic which runs on ***Wednesday and Friday afternoons between 2pm and 3pm*** . This service is designed for repeat prescriptions and referrals. No appointment is necessary, these consultations are bulk billed.

TELEPHONE CALLS TO YOUR DOCTOR

If you phone requesting to speak to your Doctor, you may be asked to leave a number and at the end of their session your Doctor will endeavour to return your call. If the matter is urgent either your Doctor, another Doctor or our practice nurse will take the call immediately.

PRIVACY

Your privacy has always been a high priority at AMC. We take great care of private information about you that is held in our records, and we comply with both the health Records Act 2001 (Vic) and the The Privacy Amendment (Enhancing Privacy Protection) Bill 2012 (Reform Bill) . If you would like a copy of our Privacy Policy, please speak to our receptionist.

FEEDBACK AND COMPLAINTS

If there are any matters you wish to raise with the practice, you may write to the Practice Manager. If you need to take the matter further, you may contact the Health Services Commissioner, Level 30, 570 Bourke Street, Melbourne 3000.
Phone: 8601 5200, Fax: 8601 5219.

ON SITE SERVICES:**Pathology**

Dorevitch Pathology collection

Mon – Fri 8.00am – 1.00pm

Allied Health Services (by appointment)**Psychology**

Tom Evans

Justina Samuels

Physiotherapy

Kathy Ng

TRANSLATION SERVICES

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

www.relayservice.com.au.

TTY users ph: 133 677 then ask for 9898 0610.

Speak and listen users ph 1300 555 727 then ask for 9898 0610.

PRACTICE CONSULTATION FEES

At Advocate Medical Centres, we aim to provide you and your family with the highest quality of care and service. In order to do so, we are obliged to privately bill our consultations.

However, as a service to our community, all pensioners, DVA gold card holders, healthcare card holders and children whose parents hold concession cards will be bulk billed. All others will be charged the practice fee.

In some circumstances, at your GP's discretion, your consultation may be bulk-billed.

Item	Length of appt	Fee	Medicare Rebate	Out of pocket
23	5-20 min	\$80.00	\$37.05	\$42.95
36	20-40min	\$110.00	\$71.70	\$38.30
44	40+ min	\$160.00	\$105.55	\$54.45

TREATMENT ROOM FEES

Where minor procedures (such as wound dressings, bandages, ventolin masks etc.) are required, an additional treatment room fee, may be charged to cover the cost of consumables and cleaning.

Out of Pocket Expenses

Please be aware that there may be some out of pocket expenses for off-site services your Doctor may refer you to.

CANCELLATION FEE

A cancellation fee applies for any missed appointments unless canceled two hours prior to the appointment time.

Effective 21/11/2017

**Comprehensive, Compassionate
Family Healthcare**



ADVOCATE
MEDICAL CENTRE

We are located at:

6 Landale Street, Box Hill 3128.

Telephone: 9898 0610

Fax: 9898 1528

www.advocatemc.com.au

Hours of Operation:

Monday to Friday: 9am - 6pm

Saturday 9am - 12pm

**We are a GP owned and run practice
established in November 2009.**