

# Botanical Gardens HEALTH

NEWSLETTER

Spring 2014

Phone: 5472 1844

Monday - Friday 9am - 5.30pm

Every 2<sup>nd</sup> & 4<sup>th</sup> Saturday 9-1pm

## MEDICAL STAFF

**Dr Gaurav (Gav) Singh** (Registrar) has returned from Kerang and is consulting Monday, Tuesday, Wednesday & Friday. He is currently taking on new patients.

**Dr Miral Dodia** (Registrar) commenced with us in August and is taking on new patients. She consults on Monday, Wednesday & Thursday.

## Visiting specialists...

- Dr Rob Forsyth, Urologist.  
For appointments please phone 5331 4811 or discuss with your doctor.
- Dr Bala Saravanasubramanian, Cardiologist.  
For appointments please phone 5444 4648 or discuss with your doctor.
- Dr Bidhu Mohapatra, Endocrinologist.  
For appointments please phone 5441 4899 or discuss with your doctor.

## Telephone number...

A reminder that we only have 1 telephone number now which is **(03) 5472 1844**.

## Website....

We now have a website! This includes a lot of useful information so please take a look!

[www.botanicalgardenshealth.com.au](http://www.botanicalgardenshealth.com.au)

## Monash University Bendigo Regional Clinical School update...

Welcome to Daniel & Caitlin who commenced in July as 4<sup>th</sup> year medical students. They will be with us until the end of the year.

## Not arriving for your appointment...

Wherever possible if you are unable to make it to your appointment, please give us 24 hours notice so that we can offer it to someone else. If you do not arrive for an appointment you may be charged a \$10 fee which is not claimable with Medicare.

## Saturday Morning Appointments...

Dr Jay Mungi is available every 2<sup>nd</sup> Saturday of the month from 9 – 1pm.

Dr Gaurav Singh is available every 4<sup>th</sup> Saturday of the month from 9 – 1pm.

This is for existing patients of this practice and is by appointment only.

## Telehealth Consultations...

With participating Specialists, are now available from our rooms. Please ask your Doctor for further information.

**Prescriptions...** a reminder that scripts and referrals incur a \$6.00 charge each if requested without an appointment. We require 72 hours notice wherever possible please.

### **Long appointments...**

Just a reminder that long appointments are available if you feel you may need this extra time with your doctor. Please make a double appointment at the time of booking.

### **Quiet room...**

A quiet room is available if you have flu-like symptoms, are feeling upset, if you have a “gastro” upset or feel you may be contagious in any way. You may also choose to wait outside (if the weather permits) – all of these measures are appreciated by your fellow patients and staff here at the clinic.

### **Prescriptions and results...**

#### **72 hours notice is required**

Just a reminder that where possible, doctors at this practice prefer patients to note when their scripts are running low, and to book an appointment for review before their new script is due. This is good medical practice, as it allows medications to be reviewed, and doses or types of medications to be adjusted accordingly – for example, blood pressure, diabetes, cholesterol and weight checks usually require 3-6 monthly appointments for stable patients with these issues.

This is particularly important for authority scripts and essential for medications such as strong pain killers, anti-depressants and sleeping tablets, where concerns about good pain control, suicide risk, and addiction are important to consider. Our insurers, for medico-legal reasons, also advise appointments for scripts.

We do make exceptions, for example when someone is running out of their medication or there is an urgent clinical need, and charge a fee of \$6 but like to keep this service to a minimum.

For similar reasons, we advise appointments to discuss the result of blood tests, x-rays, or other results, unless your doctor has specifically asked you to ring instead. Usually, the results require discussion, and often further action.

### **Overseas travellers...**

For patients travelling overseas it is advisable to make an appointment with your doctor at least **6 weeks before departure**, to ensure appropriate vaccinations and general advice can be obtained.

### **Problem with a health service or concerns about your health privacy?**

Our practice appreciates all feedback – good or bad! Please do not hesitate to discuss with any member of our staff or your GP. We have a quiet room available if you wish to discuss your matter in private.

Or you may wish to contact the Health Services Commissioner – Complaints and Information (03) 8601 5200 or 30<sup>th</sup> floor, 570 Bourke Street, Melbourne, 3000.

### **Medicare on the day Rebate...**

Our clinic has a “Pay As You Go” policy and therefore accounts need to be paid for in full on the same day as your consultation. A \$5.00 discount is given for payment on the day.

Once your account is paid in full, if you have your Medicare card and a debit card (linked to a cheque or savings account) with you, we can process your claim direct to Medicare.

If you have a current (and it **must** be available at the time of consultation) Health Care Card or Pension (**not** including a Seniors Card) you will be Bulk Billed. We also Bulk Bill children under the age of 16.