

North Medical Practice Information Sheet**Opening Hours**

Monday to Friday 8.30am – 5pm

Phone Number

4344 4044

Email

info@northmed.com.au

Doctors

Dr Franklin Butuyuyu

Dr Ellie O'Connor

Dr Sarah Bothe

Dr Adam Girardin

Dr Luke Brennan

Dr Dickson Oh

Dr Rachel Yanner

Dr Kerry Hewitt

Dr Molly Robinson

Nurses

Linda Woods

Allison Hutchison

Services Provided

Chronic disease management

Mental health

ECG

Women's health

Men's health

Minor procedures

Paediatrics

Preventative health

General medicine

Family planning

Travel medicine

Immunisations

Iron Infusions

Online AppointmentsAppointments can be made online via www.northmed.com.au/bookings**After Hours Care**

Please call 53649100 for after hours care. Ballarat Urgent Care is available in Level 1, 1010 Sturt Street, Ballarat or Grampians Health Emergency Department on 1 Drummond Street North, Ballarat.

Fees & Billing

Appointment Fees

Medicare Item No.	Description	Private Fee	Medicare Rebate	Out of Pocket Expense
3	Brief Consultation	\$90	\$20.55	\$69.45
23	Standard Consultation	\$110	\$45.05	\$64.95
36	Long Consultation	\$195	\$87.10	\$102.90
44	Extended Consultation	\$290	\$128.35	\$151.65

Results

Patients are requested to phone reception or schedule an appointment to receive their test results. Patients will be asked to confirm their name, address and date of birth prior to receiving test results over the phone. Results will only be released directly to a patient or to the legal guardian or medical power of attorney of a patient; results will not be released family members. Results cannot be given out by reception. Doctors may send an SMS text message when they have reviewed a patients results to advise of any further action required, including follow up appointment.

SMS service

North Medical offers an appointment text message reminder service. A reminder text message will be sent to you the day prior to your appointment. Please see our reception staff if you wish to be included in this service.

Interpreter

Interpreter services can be arranged for consultations. Please let our reception staff know if you would like an interpreter scheduled for your next consultation.

Accessing personal health information or updating your personal information

Access North Medical's comprehensive privacy policy here: www.northmed.com.au

Australian Clinical Labs Pathology Service

Australian Clinical Labs is a leading provider of pathology services in Australia and has been providing pathology services across Western Australia and Victoria for more than 70 years and

is conveniently located in our Medical Centre. Open Monday to Friday: 8.30am to 12.30pm. Closed weekends and all public holidays.

Home Visits

Home visits are available for North Medical patients at their GP's discretion. Home visits can be requested by calling reception and the request will be passed onto the GP. A response to the request will be provided within 2 business days and where practicable.

All home visits incur an out-of-pocket fee. Please ask reception of the fee prior to booking.

Accessibility

North Medical is an accessibility friendly medical centre. Our modern facility has been designed and built to the standards under the Disability Discrimination Act (1992).

Feedback, suggestions or complaints

North Medical values continuous improvement and takes complaints and feedback seriously. If you are not satisfied with our service, please contact us. If you remain dissatisfied with our response, you may wish to contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 during business hours.