

## General Patient Information

The purpose of this booklet is to provide our patients with general information about the South Coast Medical clinics. We welcome any comments, feedback or suggestions you may have about our services. In addition to this information, each clinic has a specific clinic information sheet which outlines the availability of the doctors and services provided at each clinic. Please feel free to contact us at any of our clinics or via mail at PO Box 465 Rosebud, VIC 3939.

### Clinic Locations



**Rosebud:** 1537 Point Nepean Road Capel Sound VIC 3940  
Ph: 5986-2155 Fax: 5982-2155

**Blairgowrie:** 2841 Point Nepean Road Blairgowrie VIC 3942  
Ph: 5988-8604 Fax: 5988-9052

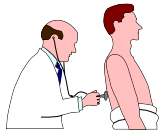
**Rye:** 2 Ozone Street Rye VIC 3941  
Ph: 5985-7776 Fax: 5985-7819

**Dromana:** 251 Point Nepean Road Dromana VIC 3936  
Ph: 5981-4300 Fax: 5987-0891

**Manager:** 5985 7776 or email: [simoneclark@scmc.com.au](mailto:simoneclark@scmc.com.au)

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## The Medical Team.



All our Doctors at South Coast Medical have satisfied the training requirements of the Royal Australian College of General Practitioners and are on the Vocational Register of General Practitioners. This means we are committed to general practice and to continuing medical education.

In addition to the five GP owners, we have more than 10 additional General Practitioners on our regular team. We are also proud to be a training practice for RACGP General Practice Registrars who are fully trained doctors specializing in general practice.

Our Doctors work predominately from one clinic, so please refer to the individual clinic information sheets for consultation times of the doctor of your choice.

On most occasions we can provide our patients with their doctor of choice, however from time to time this is not possible. During scheduled immunisation and script clinics it is not always possible to have your own doctor available. An alternative doctor will usually be provided.

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## Our Doctors

### GP Owners

Dr Neil Stitt  
Dr Miro Milanko  
Dr Damian Flanagan  
Dr Jon Priestley  
Dr Nishant Balakrishnan

### Doctors

Dr Duncan Ledger  
Dr Tony Croker  
Dr Ian McIntosh  
Dr Omeros Kefaladelis  
Dr Mandar Gokhale  
Dr Ruth Mitchell  
Dr Greg Ward  
Dr Dominique Coleman  
Dr Ciara Flynn

### RACGP GP Registrars

Dr John Liu  
Dr Jonathan Choong

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## Nursing Staff

We have several experienced registered nurses on staff. They are able to answer relevant clinical queries regarding vaccinations, dressings, home visits and some test results. Our nursing staff are available to assist with procedures, emergencies, ECG's, spirometry, wound dressings, injections, health assessments, general medical information and health promotion support. Health promotion information and resources are available in our waiting rooms or from any of our clinical staff.

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## Reception Team

Our reception team look after all appointments in-hours, accounts, transferring patient files and maintaining the interests of waiting patients. Please let them know when you arrive for an appointment to ensure you are seen in turn.

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## Making Appointments.

Consultations are by appointment only, either on site, on-line, via the website ([www.scmc.com.au](http://www.scmc.com.au)). Our clinical staff will triage patients based on priority, such as chest pain, asthma, broken bones, lacerations.



For your ease and convenience, appointments can be made directly online by downloading the free 'Appointuit' app from iTunes. This is an easy to use booking system. Further information is available in our waiting rooms or ask our reception staff.

***Should you think you will need a longer than usual appointment with your doctor please advise the receptionist when booking your appointment.***

Such appointments include:

- Multiple problems
- Pap smears
- Minor procedures
- Counselling
- Medical claims
- Detailed medical paperwork

If you are running late, and unable to attend at the booked time, please telephone the clinic.

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## Home Visits



Are available to our regular patients whose condition prevents them from attending the clinic. If you consider you need a home visit please contact your clinic as soon as possible. Our staff will be able to discuss your needs and will facilitate with our doctors to co-ordinate a visit (within 10 kilometers of the clinic) if assessed as being required and meeting our criteria. We will advise you of the relevant home visit fee.

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## Accounts

As a private billing practice all Accounts are to be paid at the time of consultation. Children 15 years and under are BULK BILLED. We accept cash, cheque (by prior agreement), major credit cards (not American Express) and EFTPOS. Our current fee list for our standard consultations is available from reception and in our waiting room areas.

A discounted rate is available to patients who hold a current Pension or Health Care Card.

If you are having difficulty paying your accounts please discuss this with the Team Leader at the clinic or contact the South Coast Medical Practice Manager who is located at the Rye Clinic.

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## After Hours Services

When closed our clinics have an answering service message that instructs you of our opening hours and the emergency after hours number ph. **5986 2155**, to call seven days a week for the Dromana, Rosebud and Rye clinics. The afterhour's service is provided by the DoctorDoctor (previously known as the Australian Locum Medical Services - ALMS). For the Blairgowrie clinic the after hour's service is provided by the South Coast Medical doctors for the regular Blairgowrie patients only on ph. **5988 8604**. After hours clinic hours are available on Saturday mornings and some public holidays at our Rosebud clinic. The cost of an afterhours clinic appointment is the normal weekday rate. Our after-hours services increase during peak seasonal times (December / January).

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## Children

Each of our clinics has a dedicated play area for children. There are play stations, reading and coloring books with pencils to keep children entertained while they wait to see their doctor. We encourage feedback on how we can make our environment more friendly and enjoyable during your visit.

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## Personal Records

It helps us to know your changes of name, address, telephone number or marital status. Please keep our receptionists informed. All patient consultations and medical records are kept strictly confidential. If you require a copy of your medical records or wish to transfer to another clinic please advise our reception staff and they will inform you about how to go about this. South Coast Medical follows strict guidelines in accordance with the *Privacy Amendment (Private Sector) Act 2012*

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## Repeat Prescriptions / Referrals

To ensure continuing care, it is our policy to issue repeat prescriptions or referrals only with consultation with a doctor. South Coast Doctors have a good relationship with many local health care service providers. Please let receptionists know that you are in for a *repeat script (not authority scripts) or referral only*, so they can schedule a brief consultation or patients are able to attend our 'script only' clinics available at all four of our South Coast Medical Clinics.

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## Reminder System for Preventative Care/Results

Patient details are located on our reminder system for preventative care recalls unless otherwise informed by the patient. Our reminder system includes (but not limited to) Cervical smears, diabetes screening, immunisations, blood cholesterol monitoring and general health checks and are sent out via SMS or email.

Patients are advised to contact their doctor for results, or the individual doctor may arrange the follow up process directly with you i.e. follow up appointment in 7 days, etc. We have an internal system for the follow up of urgent/abnormal patient results.

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## Privacy Policy

The provision of quality healthcare requires a doctor patient relationship of trust and confidentiality consistent with our commitment to quality care. This practice has developed a policy to protect patient privacy in compliance with privacy legislation and is available from reception staff. We abide by the Ten National Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html).

In complying with the *Privacy Amendment (Enhancing Privacy Protection) Bill 2012*, patient privacy and confidentiality is assured for consultations and in medical and account's records, appointments, telephone calls and electronic media including computer information. Refer to the Australian Medical Association (AMA) Code of Ethics, [www.amavic.com.au](http://www.amavic.com.au)

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All patients at South Coast Medical have only one electronic medical record which is available to all of the South Coast Medical doctors. This is useful if you wish to see doctors at any of our clinics. Patients need to directly inform us if they have a concern with this.

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## **Comments/Suggestions/Feedback**

Our team values your feedback and we encourage you to let us know about your experience with our services and at our clinics. Please provide feedback directly to our doctors or staff. In addition, each clinic has a Team Leader responsible for patient feedback or otherwise speak with or write to the Practice Manager, P.O. Box 465, Rosebud, 3939 or phone 5985 7776. Suggestion boxes for your feedback are available in the waiting rooms.

From time-to-time you may be asked to participate in patient surveys. Your participation is entirely voluntary and all answers are confidential.

Alternatively, if you feel your concerns are not dealt with adequately by the practice you may wish to read the new legislation: the Health Complaints Act 2016 (Vic) . You can lodge a complaint on line at the Health Complaints Commissioner (HCC) Level 26, 570 Bourke Street, MELBOURNE 3000. Phone 1300 582 113 (Toll free) email : [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au) or [www.health.vic.gov.au](http://www.health.vic.gov.au).

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## **Cultural / Ethnic Background and Interpreters**

We encourage our patients to advise our doctors of their cultural background, i.e. if you are Aboriginal or Torres Strait islander, require an interpreter, or the National Relay Service (NRS) for patient who are deaf. Interpreter Services contact details are Ph: 1300 131 450

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## **Emergency Contact Details**

We encourage our patients to advise staff or doctors of their emergency Next of Kin (NOK) contact details to ensure your records are up to date.

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## **Vaccines**

Travel vaccines and travel advice are available at all our clinics. The Blairgowrie and Rye clinics are accredited yellow fever providers. General vaccines and immunisation advice including questions regarding childhood immunisation and vaccination of your children is provided.

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## **Telephoning Your Doctor**

The Doctors will take telephone calls relating to patients and your families health. If they are consulting with patients when you call they may need to call you back. Some of your phone calls may be directed on to one of our Practice Nurses for appropriate advice. If it is an emergency your call will be put through to the GP. Electronic communication with our doctors is available via a secure encrypted service only – Argus Messaging System.

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## **SMS and e-mail Service**

A SMS reminder service is available to South Coast Medical patients who have provided us with their current mobile phone number. Patients who have booked an appointment will be sent an SMS reminder the day before their appointment.

Patients will be sent SMS's or emails regarding new services. Information about our influenza clinics will also be sent out. Please notify reception staff if you do not want to receive information in this way.

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## Other Services Available

- Accident and Emergency dial 000 for ambulance.
- If you require bereavement advice, either your doctor or funeral director may be able to assist.
- If you are travelling overseas our Doctors can administer appropriate vaccines and advise on overseas health requirements.
- Skin Check clinics are available
- Anti-wrinkle clinics
- A range of minor surgical procedures
- Doctors from our clinics provide medical care to several local Aged Care facilities
- A range of sporting, diving and pre-employment medical examinations can be performed in the clinics.
- Our clinics offer a wide range of allied health services including physiotherapy, psychology, podiatry, audiology and dietetics.



## Facilities for People with Disabilities.

All our clinics can accommodate patients with impaired mobility or in wheelchairs. Our Doctors provide care to a range of patients with disabilities.

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## Goods and Services Tax

Medical services provided as treatment of a patient will not usually attract the 10% GST.

If your consultation or service attracts GST you will be issued with an appropriate *Tax Invoice*.

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## No Smoking

This practice has a no smoking policy in place, including our car parks and around external buildings.

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## South Coast Medical Website

South Coast Medical has a dedicated website [www.scmc.com.au](http://www.scmc.com.au) which outlines the services available at our clinics and our clinical team.

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## Communication

Patient Information is received by post, registered mail, fax and secure encoded email from specialists. Email correspondence can be sent to the Practice Manager on email [simoneclark@scmc.com.au](mailto:simoneclark@scmc.com.au)

## Consent Form

We require your consent to collect personal information about you. Please read this consent form carefully and sign where indicated below.

South Coast Medical collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs. This means we will use the information you provide in the following ways:

- Administrative purposes in running our medical practice
- Billing purposes, including compliance with Medical and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors or for medical tests and in reports or results returned to us following referrals.
- Disclosure to other doctors in the practice, locums etc attached to the practice for the purpose of patient care and teaching. Please let us know if you do not want your records accessed for these purposes and we will note on your record accordingly.
- Disclosure for research and quality assurance activities to improve individual and community health care and practice management, all information in these instances is un-identified. You will be informed when such activities are being conducted and given the opportunity to "opt out" of any involvement.

I have read the information above and understand the reasons why my information must be collected. I am also aware that this practice has a privacy policy on handling Patient Information.

I understand that I am not obliged to provide any information requested of me but failure to do so may compromise the quality of healthcare and treatment given to me.

I am aware of my rights to access the information collected about me, except in some circumstances where access may be legitimately withheld. I will be given an explanation in these circumstances.

I understand that if my information is to be used for any other purpose other than set out above, my further consent will be obtained.

I consent to the handling of my information by the practice for the purpose set out above, subject to any limitations on access or disclosure of which I notify this practice.

Name ..... Signed .....

Name of Guardian (for child) ..... Signed .....

Date .....



## Health Information Collection and Use Consent Form

**South Coast Medical**  
**Po Box 465, Rosebud VIC 3939**

As a patient of our medical practice we require you to provide us with your personal details and a full medical history, so that we may properly assess, diagnose, treat and be proactive in your health care needs.

We aim to protect the privacy and secure storage of your health information. You can request a copy of our privacy policy, which includes information about the collection, use and disclosure of your health information.

We require your consent to collect personal information about you and to use the information you provide in the following ways. Please read this consent form carefully, and sign where indicated below.

- Administrative purposes in running our medical practice.
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following referrals.
- Disclosure to other doctors in the practice, locums etc. attached to the practice for the purpose of patient care and teaching.
- For research and quality assurance activities to improve individual and community health care and practice management. Usually information that does not identify you is used but should information that will identify you be required you will be informed and given the opportunity to "opt out" of any involvement.
- To comply with any legislative or regulatory requirements eg notifiable diseases.
- For reminder letters which may be sent to you regarding your health care and management.

You can decline to have your health information used in all or some of the ways outlined above but it may influence our ability to manage your health care to provide the best outcome for you.

I have read the information above and understand the reasons why my information must be collected.	<input type="checkbox"/>
I understand that I am not obliged to provide any information requested of me, but failure to do so may compromise the quality of health care and treatment given to me.	<input type="checkbox"/>
I am aware of my rights to access the information collected about me, except in some circumstances where access may be legitimately withheld. I will be given an explanation in these circumstances.	<input type="checkbox"/>
I understand that if my information is to be used for any other purpose other than set out above, my further consent will be obtained.	<input type="checkbox"/>
<b>I consent to the handling of my information by the practice for the purpose set out above, subject to any limitations on access or disclosure of which I notify this practice.</b>	<input type="checkbox"/>
<b>OR</b>	
<b>I am unsure and would like to discuss this further with someone from the medical practice before I sign.</b>	<input type="checkbox"/>

Patients Name \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Patient's signature \_\_\_\_\_

Signed as Guardian for child \_\_\_\_\_ Name (printed) \_\_\_\_\_



# South Coast Medical - GP Profiles

## **Dr Damian Flanagan MBBS Dip RACOG (Owner)**

Dr Damian Flanagan has been a GP on the Peninsula for the past 20 years practicing for most of this time from the Blairgowrie clinic. He lives in the area and has a keen interest in several of the local sporting clubs that his children have an involvement with. He is married to Bernadette and has five children from 15 to 22 years. His areas of special interest include, but are not limited to, chronic disease management, palliative care and optimizing general health of the community. He has a keen interest in the natural environment and loves to get outdoors, whether this be his own garden, or bushwalking and camping. He is actively trying to get some time to learn to use his Malibu.

*Dr Flanagan works from Blairgowrie Clinic.*

## **Dr Miro Milanko BSc (Honours) MSc MB BS (Owner)**

Dr Miro Milanko graduated in Medicine at the University of Melbourne in 1984 following a Master of Science (Physics) also at the Melbourne of University in 1982. Dr Milanko trained at the Austin Hospital and then joined General Practice at South Coast Medical in 1987. Dr Milanko has a special interest in surgical procedures. Dr Milanko constantly updates his skills and knowledge through weekend and evening courses. When time permits Dr Milanko enjoys woodwork and building furniture with prizes given at local and Melbourne Agricultural shows.

*Dr Milanko works from the Rosebud and Rye Clinics.*

## **Dr Neil Stitt MBBS FRACGP (Owner)**

Dr Neil Stitt is a fellow of the Royal Australian College of General Practitioners. Dr Stitt has a special interest in palliative care and minor skin clinic. Dr Stitt is a member of the Rye Rotary Club and he enjoys gardening, sailing and the fortunes of the Richmond Football Club. He's also a very keen cyclist and competes regularly on the weekends.

*Dr Stitt works from our Rye Clinic*

## **Dr Nishant Balakrishnan MBBS Bmed Sc FRACGP Dip Surgical Anatomy (Owner)**

Dr Nish graduated from Melbourne University in 2008 and did his subsequent years at the Austin and Northern Hospital in various fields. He has a particular interest in skin cancer medicine and skin surgical procedures. He also has interests in aged care and family medicine. He enjoys all watching and playing of most sports and is a keen golfer.

*Dr Balakrishnan works from our Rosebud Clinic*

**Dr Jonathan Priestley MBBS FRACGP (Owner)**

Dr Jonathan Priestley moved down to the Peninsula with his wife and two children. He has spent a lot of time working in paediatrics, psychiatry and obstetrics. He has a special interest in paediatrics, mental health, travel medicine and preventative health.

In his spare time he loves fishing, surfing, playing golf and renovating his first home.

*Dr Priestley works from our Blairgowrie Clinic*

**Dr Tony Croker MBBS Dip RACOG**

Dr Tony Croker graduated from Melbourne University in 1977. He is married to Jenny with three sons. His medical interests include paediatrics and sports medicine. He plays golf, tennis and is an ardent Swans supporter. He has worked in Rye for 30 years.

*Dr Croker works from our Rye Clinic.*

**Dr Omeros Kefaladelis MBBS**

Dr Omeros Kefaladelis has enjoyed working at South Coast medical since 1989. He trained at Melbourne University before moving to the Mornington Peninsula. Omeros looks after 2 nursing home facilities and has a special interest in Palliative and End of Life Care as well as day to day general practice. His other great medical interests include looking after children and young families. When not at work he tries to keep up with 2 teenage boys and a family spread over at least 5 continents.

*Dr Kefaladelis works from our Rosebud Clinic.*

**Dr Ian McIntosh MBBS, FRAGCP**

Dr McIntosh has been in General Practice for more than 25 years and in the past ten years has developed an interest in complementary medicine, which he combines with standard medical practice.

*Dr McIntosh works from our Dromana Clinic.*

**Dr Mandar Gokhale MBBS, FRAGCP**

Dr Mandar Gokhale graduated in 1993 from the University of Melbourne and has worked on the Peninsula ever since, joining South Coast Medical in 1997. Dr Gokhale enjoys all aspects of general practice, with a particular interest in Geriatric Medicine. His special hobbies include oil painting, photography and theatre.

*Dr Gokhale works from our Dromana Clinic.*

**Dr Duncan Ledger BSc, MBBS, FRACGP**

Dr Ledger is a GP and part-time educator with the College of GP's, administering exams for new GP's. He often does a little surgical assisting and has a background in medical publishing. He is married with two children and two cats. He enjoys bike riding, sailing and skiing.

*Dr Ledger works from our Rosebud Clinic.*

**Dr Dominique Coleman MBBS**

Dr Coleman joined our team in August 2014 and comes to South Coast with many years' experience as a general practitioner. Dr Coleman enjoys all aspects of general practice.

*Dr Coleman works from our Dromana Clinic.*

**Dr Gregory Ward MBBS**

Greg graduated from University of Melbourne in 1976 and commenced full-time General Practice in Heathmont in January 1980, after working two years in hospital and a year doing a mixture of surgery and General Practice. After caring for the local community for more than 36 years he was finally able to fulfil his dream to make a "sea change". Greg enjoys all parts of General Practice. His interests outside medicine are diverse. He loves to travel overseas, food and wine, music, watching sport, technology and even computer programming on both Macintosh and Windows platforms.

*Dr Ward works from our Dromana Clinic*

**Dr Ruth Mitchell Bsc., MBBS (Uni Melb), FRACGP**

Dr Ruth Mitchell has many years of experience in general medical issues with a particular interest in womens health, healthy ageing and mental health. She joined the practice in September 2016 after doing a seachange from Albury. Her interests include preserving our native flora and fauna and textile crafts.

*Dr Mitchell works from our Rosebud Clinic*

**Dr Ciara Flynn MB BCh BAO FRACGP**

Dr Ciara Flynn graduated from University College Cork, Ireland, in 2008 and is a fellow of the Royal Australian College of General Practitioners. She recently moved to the Peninsula with her family. She enjoys all aspects of General Practice with a special interest in Women's Health and Preventive Health. She is an accredited affiliate of Peninsula Health's Shared Care Maternity Program. In her free time she enjoys being active and exploring the great outdoors with her family.

*Dr Ciara Flynn works from our Rye Clinic*

**Dr Jonathan Choong**

Jon is born and bred in Melbourne and studied at Monash University. He is passionate about long distance running, hiking, cooking and travelling. Jon is a supporter of the English Soccer league, following Liverpool FC. He is also an ice cream addict!

*Dr Choong works from our Rosebud and Dromana Clinics*

**Dr John Liu (Registrar)**

Dr John Liu graduated from Monash University in 2013. Since then he has lived and worked in many locations throughout Australia. The majority of his work has been with Monash Medical Centre before travelling to Mt Gambier, Ipswich, Sale, working as a locum doctor. He has enjoyed all aspects of general practice. Outside of medicine he enjoys reading, playing board games and spending time with his family.

*Dr John Liu works from our Blairgowrie and Rye Clinics*

