



## General Patient Information

The purpose of this booklet is to provide patients with general information about the South Coast Medical clinics and the practitioners consulting. We welcome any comments, feedback or suggestions you may have about the 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 the 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:** 1 O'Donohue Street Dromana VIC 3936  
Ph: 5981-4300 Fax: 5987-0891

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

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## The Medical Team.



All 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 they are committed to general practice and to continuing medical education.

In addition to the six GP owners, there are more than 10 additional General Practitioners consulting regularly. South Coast Medical is a training facility for RACGP General Practice Registrars who are fully trained doctors specialising in general practice.

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 patients can access appointments 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 Damian Flanagan  
Dr Jon Priestley  
Dr Nishant Balakrishnan  
Dr John Liu  
Dr Meera Ramanan

### Doctors

Dr Duncan Ledger  
Dr Tony Croker  
Dr Ian McIntosh  
Dr Ruth Mitchell  
Dr Greg Ward  
Dr Ciara Flynn  
Dr Hazel Addison  
Dr Simon Pilbrow  
Dr Mark McLean  
Dr Anant Sinha  
Dr Shauna Cheong

### RACGP GP Registrars

Dr Yolanda Luo  
Dr Manda Raz  
Dr Jasmine Yeh  
Dr Susana Benavente Lazo

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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 (available at the Rosebud clinic only), 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.

## **Making Appointments.**

Consultations are by appointment, either on site or via phone. Appointments can also be made 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 'Hotdoc' app from ITunes. This is an easy to use booking system. Further information is available in our waiting rooms or ask our reception staff.

Quick Consultations are available via the Hotdoc app for repeat prescriptions and referrals.

***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
- Mental Health Plans

If you are running late, and unable to attend at the booked time, please telephone the clinic. Non attendance or late cancellation may attract a fee.

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## **Home Visits**



Are available to 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. Please note that home visits are not offered by all practitioners and are for current patients only.

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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 may be bulk billed at the practitioner's discretion. Please check with reception prior to booking. 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 general practitioner 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 the clinics have an after hours service provided by South Coast Medical Doctors between 6 pm and 11 pm. There is an answering service message that instructs you regarding the opening hours. The emergency after hours number ph. **5981 4300**, to call seven days a week for the Dromana, Rosebud, Blairgowrie and Rye clinics. The afterhour's service is provided by the DoctorDoctor (previously known as the Australian Locum Medical Services - ALMS). After hours clinic hours are available on Saturday mornings and some public holidays at Dromana and rotating at Rosebud, Rye and Blairgowrie clinics. Saturday and public holiday consultations attract a higher fee. Our after-hours services increase during peak seasonal times (December / January).

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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 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. Telephone appointments for prescriptions are available at all clinic – contact reception to organise this. Quick Consultations for repeat prescriptions and referrals are available through the Hotdoc app.

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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. There is 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)

All patients at South Coast Medical have only one electronic medical record which is available to all doctors consulting at South Coast Medical. This is useful if you wish to see doctors at any of the four 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 the 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 : [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au) or [hcc.vic.gov.au](http://hcc.vic.gov.au)

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

We encourage patients to advise their doctor 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 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 clinics. All 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**

Doctors will only take phone calls whilst consulting in an emergency situation. Contact reception at your clinic if you feel this is necessary. Electronic communication with specialists is via a secure encrypted service using Healthlink

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

A SMS reminder service is available to patients who attend South Coast Medical 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 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 Doctors can administer appropriate vaccines and advise on overseas health requirements.
- Skin Check clinics are available
- A range of minor surgical procedures
- Doctors from the clinics provide medical care to several local Aged Care facilities
- A range of sporting, and pre-employment medical examinations can be performed in the clinics.
- South Coast Medical 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. 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/Vaping**

This practice has a no smoking (including vaping) 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 the 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 Administration Manager on email [jane@scmc.com.au](mailto:jane@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 working on the Mornington Peninsula since 1988, consulting from South Coast Medical since 1990. Bernie and Damian have 5 children, all raised on the Peninsula with 3 still residing on the Peninsula, one in Sydney and one in Canada.

Damian enjoys adventures, whether it be hiking, walking or cycling. He also enjoys gardening, socializing with friends and getting away from time to time on holidays that are planned and active. Medical interests are 'Whatever walks through my door" although lately has been more focused on wellness strategies, recently completing a masters in wellness.

Children are not automatically bulk billed by Dr Flanagan and may be privately charged.

*Dr Flanagan is an independent practitioner consulting from our Blairgowrie Clinic.*

## Dr Jonathan Priestley MBBS FRACGP (Owner)

Dr Jonathan Priestley has been a GP for the last 10 years having studied Medicine at Monash University. He worked in hospital gaining experience before moving in to General Practice. He, his wife and 2 children moved to the Mornington peninsula 10 years ago to start his career in General Practice. He is passionate about providing comprehensive medical care to all ages centred by patient education. He is heavily involved in the local community and does regular community medical education evening. He has a particular interest in Buruli ulcers, Paediatrics, Men's Health and Mental health.

In his spare time he loves fishing, camping and long distance running.

Dr Priestley does not bulk bill children – private fees will apply.

*Dr Priestley is an independent practitioner consulting from our Blairgowrie and Rye Clinics*

## 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 is an independent practitioner consulting from our Rosebud Clinic*

**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 is an independent practitioner consulting from our Rye Clinic*

**Dr John Liu MBBS (owner)**

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 is an independent practitioner consulting from our Dromana and Rye Clinics*

**Dr Meera Ramanan MBBS MRCGP DFSRH FRACGP (Owner)**

Dr Meera Ramanan graduated in Medicine from India and moved to England to pursue her post graduate studies. She commenced her training in Psychiatry in Leicester, England, following which she entered into General Practice training. This provided her with all round experience in General Medicine, Obstetrics and Gynaecology and Paediatrics in hospitals across London. After gaining membership with the Royal College of General Practitioners she also completed her Diploma in Family Planning. She worked as a GP in London for five years before moving to Australia with her family. Dr Ramanan has also obtained Fellowship with the Royal Australian College of General Practitioners.

Dr Ramanan has a varied and wide mix of clinical and patient care skills. She is interested in all aspects of general practice and is particularly passionate about mental health, women's health, preventative medicine and lifestyle management. She practices medicine with the purpose of supporting her patients to achieve their goals of physical and emotional wellbeing.

*Dr Ramanan is an independent practitioner consulting from our Rosebud 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 is an independent practitioner consulting from our Rye 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 is an independent practitioner consulting 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 is an independent practitioner consulting from our Rosebud 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 is an independent practitioner consulting 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 is an independent practitioner consulting 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 Flynn is an independent practitioner consulting from our Rye Clinic*

**Dr Hazel Addison MBChB, FRACGP, DCH, DFFP**

Dr Hazel Addison graduated from the University of Edinburgh in 1998. She has worked in various parts of the UK and Australia and has been on the Mornington Peninsula for 9 years. She has interests in all aspects of general practice and is an accredited antenatal shared care provider with Peninsula Health. Her particular areas of interest include women's health, pregnancy and contraception, the fitting of IUD and implanon and skin cancer medicine and surgical procedures. In her spare time she enjoys spending time with friends and family, running in local events and playing violin with the Frankston Symphony Orchestra and The Peninsula Chamber Musicians.

**DR HAZEL ADDISON IS NOW ONLY DOING SKIN CHECKS ON A FRIDAY.**

*Dr Addison is an independent practitioner consulting from our Rye Clinic*

**Dr Mark McLean MBBS DRACOG FRACGP DipRGP**

Dr Mark McLean graduated from Monash University in 1989 and has post graduate qualifications in rural medicine and is a Fellow of the College of General Practitioners.

He has lived and worked on the Southern Peninsula for 18 years and has established his family life here. Outside of work he is a very keen cyclist and golfer. He and his wife also run and coach a number of basketball teams for the local area and their children.

*Dr McLean is an independent practitioner consulting from our Rosebud Clinic*

**Dr Simon Pilbrow MBBS PhD FRACGP**

Dr Simon Pilbrow was born in Oxford, UK but has lived in Melbourne for most of his life. He graduated from Monash University in 1985. After hospital years at Alfred Hospital, he spent four years in colon cancer research at Monash University, Department of Biochemistry, completing a PhD in 1993. He also worked part time in general practice during these years, joining full time since 1992. He obtained his Fellowship of General Practice and enjoys seeing patients of all ages. He was also involved in the post-bushfire medical clinic at Kinglake after Black Saturday and for five years was a guest GP on a community radio health program.

He is married with two adult sons and his interests include music (plays jazz piano), reading, gardening and jogging.

*Dr Pilbrow is an independent practitioner consulting from our Rosebud Clinic*

**Dr Anant Sinha BMBS MRCGP**

Dr Anant Sinha graduated from Peninsula College of Medicine and Dentistry in the United Kingdom in 2017, graduating as a GP in the UK in 2022. Dr Sinha has relocated to Melbourne with his partner in 2023.

Dr Sinha enjoys all aspects of General Practice. Outside of work he enjoys travelling, watching sports, playing racquet sports, indoor rock climbing, cooking and eating.

*Dr Sinha is an independent practitioner consulting from our Dromana Clinic*

## **Dr Shauna Cheong MBChB FRACGP**

Originally from the beautiful island of Mauritius, Dr Cheong swapped palm trees for textbooks in the UK where she completed her medical training and has called Australia home since 2022. Dr Cheong has been living and working on the Mornington Peninsula since then and feels grateful to be part of such a welcoming community.

As a GP she values meaningful, respectful relationships with her patients. She believes in equipping people with the right information, support and encouragement to make confident decisions about their health. Dr Cheong's aim is to work alongside you to help you live your best and healthiest life.

Dr Cheong enjoys all aspects of general practice, with particular interests in women's health and preventative medicine – areas where she believes early support can make a big difference.

When Dr Cheong is not in the clinic she enjoys spending time outdoors, especially walking along the beach. She also enjoys reading and working with clay: pottery and ceramics are a quiet, creative outlet for her.

*Dr Shauna Cheong is an independent practitioner consulting from the Dromana Clinic.*