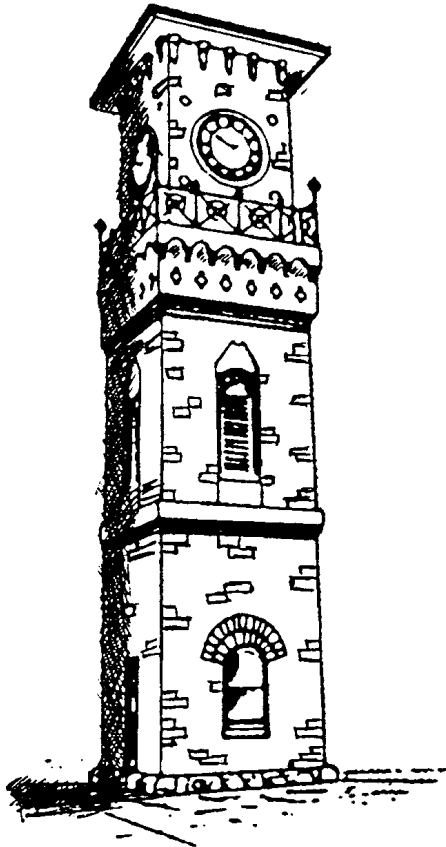


# CLOCKTOWER MEDICAL CENTRE



## FAMILY AND GENERAL MEDICAL PRACTICE



*Dr Lloyd Waters*

*Dr Rakesh Nandha*

*Dr Yi Yun Jiang (Echo)*

*Dr Gaurav Pathania*

*Dr Tom Walsh*

*Dr On Bon (Louis) Chan*

*Dr Helen Stanley*

*Dr Chris O'Kane*

*Dr Fiona Sundermann*

*Registrars*

**284 RAYMOND STREET, SALE 3850**

**Telephone (03) 5144 4788 (24 Hours)**

**Fax: (03) 5143 1242**

**Email Address: [clocktower@clockmed.com.au](mailto:clocktower@clockmed.com.au)**

### **Office Hours**

**Monday – Friday 8:30am – 5:30pm**

**Saturday 8:30am – 12 noon**

## **ABOUT THIS PRACTICE**

The Clocktower Medical Centre is a general practice committed to providing quality family medical care and to serve the needs of the community in which we live. Our medical staff have a long history of providing health care to the Sale area, dating back to the Bass Court Medical Centre in 1979.

In September of 1990 the practice at Cunninghame Street opened and was named the Clocktower Medical Centre. It was not long before our practice outgrew the premises at Cunninghame Street and moved to its present location in March of 2003.

All our doctors are highly qualified and experienced and provide a comprehensive range of service, including obstetrics, travel medicine, family medicine, preventative health, anaesthetics, paediatrics, women's health, men's health, aged care, emergency care, Occupational Health Care, Palliative care, minor surgery and wound management.

## **OUR MISSION**

Doctors and staff at the Clocktower Medical Centre aim to provide patients with primary, comprehensive, continuous and confidential medical care, in all aspects of family medicine. We endeavour to treat patients courteously and with respect to their individual needs and make every effort to provide this service in a friendly, caring and professional environment.

## OUR STAFF

All our doctors in the practice are on the Vocational Register of General Practitioners. This means we have a commitment to general practice and to continuing medical education.

Our principle doctors are:

**Dr Lloyd Waters** has an interest in paediatrics, shared antenatal care and ear, nose and throat (ENT) care. Dr Waters is also involved in occupational health care for many local and offshore companies. He is a Registrar supervisor and is committed in the training of our Registrars. He is also registered to perform UKOOA medicals. Dr Waters is qualified in travel medicine and offers skin checks and has experience with muscular skeletal issues.

**Dr Rakesh Nandha** is a General Practitioner Anaesthetist. He is a Registrar supervisor and is committed in the training of our Registrars. He also has an interest in aged care, mental health, skin checks, dermatology, and procedures.

**Dr Yi Yun Jiang (Echo)** has an understanding in women's health issues. Dr Echo also practices in family medicine, preventative medicine, cosmetic medicine, and is also committed to teaching.

**Dr Gaurav Pathania** offers care in family medicine, he also performs procedures and has an interest in dermatology. Some other areas of interest for Dr Pathania are preventative health, occupational health and teaching.

We also have five part time general practitioners also working at this practice whose expertise range from Q fever vaccinations and women's health.

**Dr Tom Walsh**

**Dr On Bon (Louis) Chan**

**Dr Helen Stanley**

**Dr Fiona Sundermann**

**Dr Chris O'Kane**

### **Diabetes Educator**

Due to the increasing population now living with or at the risk of developing diabetes, we have a Diabetes Educator clinical nurse consultant, Ann Whelan.

Ann currently holds clinics on Wednesday and Thursdays assisting and educating in the management of diabetes. For an appointment with Ann, please phone the clinic to arrange a time.

### **Nursing Staff**

Rita, Kim, Linda, Marion, Esther, and Danielle are our highly trained Registered Nurses. They are available for advice on a wide range of medical issues.

### **Reception Staff**

Michelle, Tracey B, Sharon, Cassie, Shannell, Cayla, Tracey P, Jolene, Jan, and Bronwyn are our reception staff. They are able to help you with any questions you may have in relation to appointments and accounts.

### **Practice Manager**

Caroline, our Practice Manager is able to help you with any enquiries you may have in regards to the care of you and your family. She welcomes all feedback from patients whether it be good or bad. All enquiries or complaints are taken seriously and every measure is taken to ensure information is kept confidential.

**SURGERY HOURS**

**OFFICE HOURS**

**8:30 A.M. TO 5:30 P.M.**

**MONDAY TO FRIDAY**

**8:30 A.M. TO 12 NOON**

**SATURDAY**

**CONSULTING HOURS**

**9:00 A.M. TO 12 NOON**

**MONDAY TO FRIDAY**

**2:00 P.M. TO 5:00 P.M.**

**MONDAY TO FRIDAY**

**9:00 A.M. TO 12 NOON**

**SATURDAY**

## APPOINTMENTS

Routine consultations are by appointment. If your doctor is not available another doctor will be able to see you. ***URGENT PROBLEMS AND EMERGENCIES WILL ALWAYS BE SEEN*** even if an appointment is not available. Appointments are normally made at fifteen minute intervals which would allow you to spend 10 – 15 minutes with your doctor.

When making an appointment, please advise our receptionist if you think extra time will be required, for example, multiple or complex medical problems, Insurance or Centrelink examinations, minor surgical procedures. These can often have the doctor running behind schedule if extra time has not been allocated for a more complex consultation.

If you cannot keep your appointment, please cancel or change your appointment as soon as possible so that we can re-allocate your time. If we are not notified, a non-attendance fee may be charged.

Where possible, plan the appointment ahead of time, especially if you wish to see a particular doctor. If your problem is urgent you will be seen with minimum delay if you call in or phone, however your preferred doctor may not be available at that particular time.

If your preferred doctor is not available at any time please feel free to see another of our doctors if the matter cannot wait. This may be necessary if your doctor is called away or on leave.

## EMERGENCIES & OUT OF HOURS

The doctors at this surgery participate in an out of hour's roster shared with the other clinics in Sale. If you require an out of hour's consultation the number for the rostered doctor is available by phoning our surgery on 51444788. You will be instructed by our answering machine as to the number to phone. If in doubt please phone the hospital on 51438600.

## **ON ARRIVAL AT THE SURGERY**

When you arrive at the surgery please report to the reception desk before sitting down in the waiting room. We will endeavour not to keep you waiting, however, medical practice is unpredictable and we apologise for unexpected delays. For patients who wish and are seeing a GP for a regular consultation, you can self-check-in with our Jayex check in booths. The check-in booths are not mandatory and the friendly staff will happily assist you to be arrived at our desk, if you would prefer.

We welcome you to phone the surgery before your appointment to check whether your doctor is running on time.

## **TELEPHONE CALLS**

Interruptions during the course of a consultation can be distracting for both doctor and patient.

Most queries are best dealt with through consultation with your doctor. If it is not possible, the doctor will return your call at earliest convenience.

Please note that full consultations cannot be conducted via telephone.

## **REPEAT PRESCRIPTIONS**

A consultation is required for a repeat prescription in order to monitor the medication you are taking. Only in certain circumstances can a prescription be given without a consultation, in which case, prior arrangements would have to be made with your doctor and duration of arrangement noted in your file.

Please note that there is a charge for repeat prescriptions ordered by phone and where possible, at least 48 hours notice is to be given.

## HOME VISITS

Should a serious illness prevent you from attending the surgery, we will attend you at home if you live in the Sale local area.

Request for house calls are best made before 10am. Please remember a house call takes us more time than a surgery consultation and not all facilities are available during house visits.

## FEE POLICY

Fees, (except for neonatal circumcisions) do not exceed the AMA (Australian Medical Association) recommended fees and many fees are well below the AMA recommended fees.

### **IT IS OUR POLICY TO REQUEST PAYMENT OF ACCOUNTS ON THE DAY OF CONSULTATION.**

An accounting fee will be charged on outstanding unpaid accounts.

For your convenience, EFTPOS is available and we accept VISA, Bankcard and MasterCard. TYRO allows us to transmit the majority of patient Medicare claims electronically and receive your Medicare rebate back into your bank instantly.

Patients are responsible for all legal costs incurred in the recovery of bad debts.

If you have an account enquiry or require advice on medical fees, please contact our Office Manager Michelle Johnson, or Caroline, our Practice Manager.

If you are experiencing financial difficulties please discuss this with your doctor. A discounted fee may be offered. Please note that the amount of discount offered may differ in some situations (eg after hours consultation, home visits, procedures and dressings).



## **BULK BILLING**

Veterans Affairs Pensioners are bulk billed for all services.

While government initiatives are in force, patients in receipt of full Age Pensions, Sole Parent Pensions, full Unemployment Benefits and Child Disability are bulk billed excluding procedures.

This will be reviewed when the government initiative payments are no longer paid.

## **REFERRALS**

A consultation with the doctor is required for referrals to medical specialists. This is to enable your doctor to provide appropriate and up to date medical information to the specialist.

Please note that it is illegal for your doctor to issue back dated referrals, so please ensure you have a referral prior to your specialist appointment.

## **SICKNESS AND OTHER CERTIFICATES**

These cannot be given or signed without a consultation.

Please call the clinic on 5144 4788 to arrange an appropriate appointment for a sickness certificate.

## TEST RESULTS

It is preferable to have a follow up appointment with your doctor to obtain and discuss results of tests and any further action that may be required. If you are uncomfortable at having results given by administration staff (and these are only given at the direction of the doctor) you may request a member of the nursing staff to give you your results. To protect your privacy you may be asked your date of birth and address before results are given. **All patient results are kept strictly confidential. Please note our reception staff are only viewing the comments left by your doctor, not the actual test result.**

## DISABILITIES

There are no steps from the street to the entrance. Automatic opening doors allow access from both front and rear of the practice. The doors have been designed to allow easy access for all patients. A wheel chair is available to transport patients from their cars to the doctor's room if required. We also have a toilet designed for disabled access and two disabled car parks at the rear of the building near the doors.

## PATIENT RECORDS

All patient consultation and medical records are kept strictly confidential. Only authorised personnel have access to personal data. A copy of your medical history may be issued to other doctors on the patient's request. This can only be done with a signed release from you. A release form can be obtained from all medical clinics. There may be a small fee to cover the costs of copying depending on the size of the file being copied. We have a small fee of \$22 (Inc GST) to cover the costs of transferring files: I.e. discs, covers, postage sleeves, and postage.

## IMMUNISATION – CHILDHOOD & ADULT

All infant and childhood vaccinations are available at the practice and all children should be immunised against tetanus, diphtheria, whooping cough, poliomyelitis, Meningococcal Type C, Haemophilus Influenza Type B, Measles, Mumps and Rubella, Rotavirus, Pneumococcal and Hepatitis B and chickenpox. These vaccinations are a requirement for school entry in Victoria.

Clocktower Medical Centre is also an accredited practice for Yellow Fever Vaccine. Our clinic also offers Q fever consultations, testing, and vaccinations.

An annual Influenza vaccination is strongly recommended for all people over 65 years of age or anyone with a chronic illness such as heart or lung disease including asthma or bronchitis or diabetes supplied free by the Government, as is pneumococcal vaccine. Currently the shingles vaccine for people aged 70-79 is also recommended.

Immunisations are available at the following times. To ensure your waiting time is kept to a minimum, a booking is required:

Monday	9:00am – 12:00pm and 2:00pm – 4:30pm
Tuesday	9:00am – 12:00pm and 2:00pm – 4:30pm
Wednesday	9:00am – 12:00pm and 2:00pm – 4:30pm
Thursday	9:00am – 12:00pm and 2:00pm – 4:30pm
Friday	9:00am – 12:00pm and 2:00pm – 4:30pm

It is recommended that all patients who have been immunised wait on the clinic premises for 15 minutes observation. If you present to the clinic for vaccination only, the visit will be bulk billed. This does not apply to employer/employee arrangements.

There is a charge for some vaccinations. It is required to phone and book an appointment for immunisations and vaccines.

## **TRAVEL MEDICINE**

When planning an overseas trip it is important to gain accurate information with regard to immunisations needed for the countries being visited, together with preventative advice.

Please make an appointment with a doctor to discuss your individual requirements as early as possible in your travel preparations. This is to ensure that sufficient time is allowed to receive all the necessary immunisations. Please also bring record of previous vaccinations.

Dr Lloyd Waters is qualified in travel medications.

## **HEALTH SCREENING**

Screening for high blood pressure, diabetes, high cholesterol, skin cancer and heart disease is available and recommended for all adult patients.

## **SOCIAL, CULTURAL AND FAMILY HISTORY**

Our practice is encouraging the identification of the cultural background of our patients, particularly those of Aboriginal and Torres Strait Islander status to assist with disease prevention and delivering culturally appropriate care.

## **WOMEN'S HEALTH**

Family Planning and contraceptive advice, menopause advice and hormone replacement therapy is available.

Breast examinations are provided and breast self examination is taught. It is recommended that all women examine their own breasts every month. All women over 50 years should have a mammogram every two years. Your doctor can arrange this.

Smear tests involve an examination of the cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated and cancer prevented.

## **MEN'S HEALTH**

It is recommended that all men over the age of 45 years attend annually for a check-up particularly if there is a family history of cancer, heart disease or diabetes.

## **SURGICAL & OTHER PROCEDURES**

A range of surgical procedures are performed on site. This includes surgical removal of moles or lumps, wedge resection of ingrown toenails, treatment of skin cancers and treatment of warts with liquid nitrogen or electrical diathermy, suturing and treatment of fractures.

Our doctors offer Platelet Rich Plasma (PRP) injections: These are indicated for the treatment of resistant tendinopathy and in conservative management of osteoarthritis, muscle tears and bursitis. Their main use is in common problems such as knee, ankle and hip osteoarthritis and tendon problems involving the rotator cuff, Achilles, and patellar tendons.

Cardiographs (ECG), Respiratory (Lung) Function tests (spirometry) are also performed.

We have glucometer and co-agucheck machines to give patients / doctors an instant result for blood sugar levels and warfarin dosing

We now offer Platelet rich plasma {PRP} injections are indicated for the treatment of resistant tendinopathy and in conservative management of osteoarthritis, muscle tears and bursitis. Their main use is in common problems such as knee, ankle and hip osteoarthritis and tendon problems involving the rotator cuff, Achilles and patellar tendons.

Platelet rich plasma {PRP} injections work by delivering a high concentration of tendon growth and repair factors to damaged tissues. The tendon growth and repair factors are in the patient's own blood plasma.

## **RECALLS**

Reminder letters are sent to patients for recalls (e.g.: pap smears and immunisations). Please advise your doctor if you do not want your name on the recall register.

## **REGISTRARS**

In association with the Royal Australian College of General Practitioners Training Program, an experienced Registrar (who has completed a number of years working in hospitals) will work in our practice for 6 or 12 month periods, as part of our specialisation for general practice.

It is important for us to receive your feedback on the care given to you by the Registrar. This is their introduction into family general practice and is somewhat different to the hospital surroundings they are accustomed to.

It is important for them to gain positive experiences in a rural practice with a long term outlook of remaining in the country areas. For this reason it is important for us to receive your feedback, both good and bad enabling us to pass on the expertise of our senior practitioners.

## STUDENTS

Our doctors are attached to Monash University as clinical teachers. Therefore, from time to time a medical student may accompany your doctor. You may choose whether or not the student is present for your consultation. Medical students are bound by the same ethical standards in regards to confidentiality as your doctor. There are two full time students within the practice for a 12 month period.

We will always be advised and have gained your consent before having a medical student involved in your consultation.

## INTERPRETING SERVICES

Our practice provides a health service that can accommodate a diverse multicultural population including those with disability. Patients who do not speak English or who are more proficient in another language, have the ability to choose a professional translating service or a translator who may be a family member or friend.

Free Translating and Interpreting Service's can be arranged with the Department of Immigration and Citizenship on 131 450

For patients who are deaf and use Australian Sign Language (AUSLAN), the National AUSLAN Interpreter Booking and Payment Service (NABS) can be contracted on 1800 246 945 to assist with patient care.

At Clocktower Medical we pride ourselves as being a multi-cultural medical centre. Some of our doctors speak languages other than English, these include:

- Hindi                      Gujarati
- Punjabi                    Mandarin
- Cantonese

## **PATIENT FEEDBACK**

From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our service to you and your family.

If you are unhappy (or happy) about any aspect of the care you receive from this practice we are keen to know about it. Please feel free to talk to the Practice Manager about any problems you have with the service provided. If you are still unhappy, you may like to contact the Health Services Commissioner on 03 8601 5222. Brochures and information in regard to the Health Services Commissioner are available on the reception desk.

## **PRACTICE FEES**

*Please see Insert for current practice fees.*



## **THE PRACTICE STAFF**

### **Principal Doctors**

Dr Lloyd Waters, Dr Rakesh Nandha, Dr Yi Yun Jiang (Echo), Dr Gaurav Pathania

### **Associate Doctors**

Dr Tom Walsh, Dr On Bon (Louis) Chan, Dr Helen Stanley, Dr Chris O’Kane, Dr Fiona Sundermann

### **Diabetic Educator**

Mrs Ann Whelan

### **Registrars**

Dr Ashlea Doery, Dr Emma Gault, Dr Shyara Fernando

### **Practice Manager**

Caroline Driscoll

### **Assistant Manager**

Michelle Johnson

### **Receptionists**

Tracey B, Sharon, Cassie, Shannell, Cayla, Tracey P, Jolene, Bronwyn, and Jan

### **Nursing Sisters**

Rita, Kim, Linda, Marion, Esther, and Danielle

### **IT Manager**

Jose IT

**CLINIC AFTER HOURS NUMBER****5144 4788****EMERGENCY NUMBERS****Ambulance 000****Fire 000****Police 000****Police – Sale****5143 5000****Police – Maffra****5147 1026****Poisons Information Hotline****131 126****Central Gippsland Health Service****5143 8600****Maternal & Child Health – A/hours****1800 134 883**

## **PRIVACY ACT**

We collect personal information related to patients in the delivery of quality medical care. All information will be kept confidential.

You have the right to know what information is being collected, by whom and for what purpose.

You also have the right to know whether the information you give may be provided to other parties and for what purpose, where appropriate, you will be asked to give your consent.

### **Use and Disclosure:**

To deliver the best quality of care to you, there may be occasions where the information is shared with other treating health professionals. Your information will only be used for purposes relating to your health, or to inform you of general health matters.

There may also be occasion when your health information is included anonymously in clinical audits for the purpose of doctors' continuing medical education.

In situations where it is necessary to provide information to a third party, such as your employer or insurance company, for work related injury or illness, you will be asked to provide your consent.

Consent is not required for some practice-related purposes, such as providing basic information to Medicare, your health fund or for billing and account management.

In emergency situations or when required by law to disclose basis information, consent is also not required.

## **Access:**

Patients may request access to their health information and can update or correct information held by us. A charge may apply to access information. On request, and with your consent, information held by us may be provided to another health provider.

## **Quality and Storage:**

All reasonable steps are taken to ensure that personal information held by us will be accurate and up to date. Care is taken in the storage, use and transfer of all personal information.

Access to your personal health information is limited to those people who need it with systems and procedures in place to protect such information, or ambulance service if necessary.

## **Privacy Policy:**

To ensure patients who receive care from the Practice are comfortable in entrusting their health information to the Practice. Our policy provides information to patients as to how their personal information (which includes their health information) is collected and used within the Practice, and the circumstances in which we may disclose it to third parties. A full copy of our privacy policy can be accessed on our website or from the reception desk in the clinic.



