



## Practice Information Sheet

77 Victoria Street Warragul VIC 3820  
Mailing Address: PO Box 1164 Warragul, Vic 3820  
Ph: (03) 5622 2973 Fax (03) 5622 2773  
[www.warragufamilymedicine.com.au](http://www.warragufamilymedicine.com.au)

Welcome to our practice. Here at Warragul Family Medicine our aim is to give our patients the highest quality of care, by ensuring excellence in all aspects of our practice. We believe that patients come first and continuity of care is of the utmost importance. We provide a full range of family general practice services which includes nursing home visits, hospital care and allied health services.

### Introducing our doctors

Dr Ramesh Pillay MBBS, FRACGP  
Dr Niranjan Gauchan MBBS, FRACGP  
Dr Manish Agaskar MBBS (Hons), FRACGP  
Dr Reema Shahid MBBS

### **Practice Hours** (for afterhours see below)

Monday - Friday 9:00am to 5:00pm  
Saturday 9:00am to 12:00pm  
Sunday Closed

### **After – hours**

When the surgery is closed, please ring Ph: 5622 2973 for the 'On call Doctor' on 0493 405 935. Alternatively for medical advice or information you can call the after-hours GP Helpline on 1800 022 222. You can also visit the Priority Primary Care Centre for NON emergency urgent care at 170 Normanby Street Warragul. Phone 5642 6655

In an emergency dial 000 for an ambulance or present to the West Gippsland Hospital Emergency Department at Landsborough Road, Warragul or your nearest emergency department.

### **Appointments**

Consultations at the clinic are by appointment only and typically allotted 15 minutes. You can make an appointment by calling our friendly reception staff or book online through our website [www.warragufamilymedicine.com.au](http://www.warragufamilymedicine.com.au) or directly through [Healthengine.com.au](http://Healthengine.com.au)

**Double appointments are available if you feel more time will be required and please advise the receptionist at time of booking.**

An extended appointment may be required for several issues, EG: If you have several complex health issues or need paperwork completed

Our doctors try their best to run on time but please understand if there is a delay, it is usually due to an unexpected complexity in preceding consultations.

### **Fees and Billing Arrangements**

We are a Medicare Bulk Billing Practice.

Most GP consultations are bulk billed for Medicare eligible patients.

Please speak with reception regarding fees which may apply for other services provided such as:

- Overseas Visitor OR No Medicare Card
- Excisions & Biopsies
- Driving assessments – Commercial/Heavy Vehicle
- Pre Employment OR Superannuation Paperwork
- Laceration Repair / Sutures
- Any other questionnaire/Reports written that are NON work cover related
- Vaccines
- Any other procedure that requires specialised equipment or nursing care

**Payments for accounts are required on the day of consultation. We accept cash, Eftpos and most major credit cards.**

**If you have extenuating circumstances, please discuss these with your medical practitioner.**

### **Transfer of Medical Records to another clinic**

A \$20 fee applies for the transfer of patient records to another clinic. This fee covers admin time to access and collate health records and any postage. Please note additional fee per page will apply for printed copies requested.

### **Cancellations**

Things do come up and cancelling appointments is understandable. 24 hours notice is appreciated, if possible, but we ask that you call the Clinic at least 2 hours prior to your scheduled appointment to cancel. This allows other patients to utilise that appointment time.

### **Non-Attendance Fee**

You will be given a 1<sup>st</sup> warning if you fail to attend your scheduled appointment, should you fail to attend a 2<sup>nd</sup> time to your scheduled appointment you will be charged a \$50 non-attendance fee. There is no rebate for this fee.

### **SMS Appointment Reminders**

Your appointment is confirmed when booked into our software system. With your consent, we will send an SMS to your mobile phone the day before your appointment to help remind you of your appointment. Due to having no control over phone service providers, we cannot be responsible for undelivered or delayed messages. Please be sure we have your correct mobile number. If you do not wish to receive SMS reminders, please let reception know.

**Missed, delayed or undelivered SMS are not accepted as reasons for not arriving for your appointment.**

### **New Patients**

New patients are required to fill a New Patient Registration Form. This can be filled on arrival before your appointment time at the clinic, or available for download from our website or electronically available through our booking system Health Engine.

### **Test Results**

Our GP's will contact patients with abnormal test results by phone or our admin team will contact you via our SMS recall system within Health Engine to advise you to make an appointment with your GP for results.

All other results will be discussed at the next appointment.

If you do not hear from the Clinic regarding a result, do not assume the result was normal. Please contact the Clinic for follow up with your doctor. Test results are confidential and will only be given to you directly, unless you give permission for your doctor to communicate them to another person on your behalf. In this instance, there is a Patient Consent Form required available at reception.

### **Privacy/Management of your Personal health Information**

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times & to ensure that this information is only available to authorised members of staff. A copy of our complete privacy policy is available via a QR code in reception or online through our website [www.warragulfamilymedicine.com.au](http://www.warragulfamilymedicine.com.au)

### **Transfer of medical Records from another clinic**

If you wish to transfer your health record to our clinic from another clinic please complete the Transfer of Medical Records form. Fees may be charged by the other clinic.

### **Communication Services**

WFM is able to arrange free telephone or in-person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

### **Home Visits**

Whilst it is the preference for patients to attend the clinic, Doctors and other practice staff will make visits to regular patients of our practice where it is safe and reasonable. These visits may be to patients in their homes, residential aged care facility or residential care facility both within and outside normal opening hours where such visits are deemed safe and where the patients are acutely ill, immobile and elderly or have no means of transport to the practice.

Please call reception to discuss any home visit need.

### **No Smoking Policy**

Our practice is smoke/tobacco/vape/etc free in all areas. Your doctor or nurse will be happy to discuss smoking cessation programs with you.

### **Occupational Violence/Harassment/Unreasonable Behaviour Policy**

Any form of violence, intimidation, harassment, bullying etc will not be tolerated.

All staff and visitors have the right to a safe and comfortable environment!

### **Complaints/Comments/Suggestions**

We respect your right to have your say and welcome constructive feedback, complaints or suggestions, and having these comments or complaints dealt with in a fair, reasonable and timely manner.

Please feel free to talk to your doctor or the receptionist. The Practice Manager is also available to speak with. This may be arranged via reception.

If you wish to take the matter further and feel that you would like to discuss the issue with someone outside of the clinic, please contact the Health Care Complaints Commission on 1300 582 113