

# medicare

Bulk Billing Practice

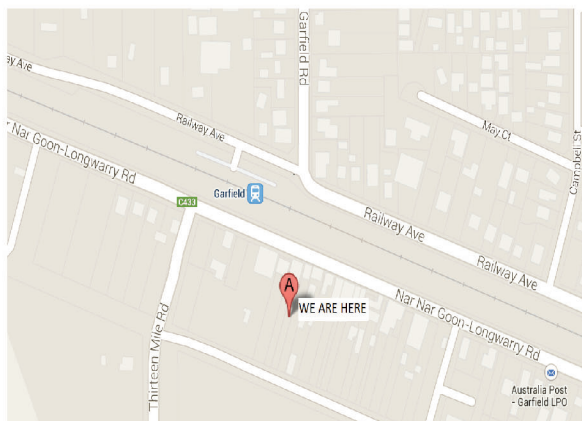
## PRACTICE INFORMATION

- All Patients with a valid Medicare card will be BULKILLED\*.
- Any emergencies will always be seen as quickly as possible.
- NO DRUGS OF ADDICTION will be prescribed to addicts and we do not keep them in clinic.
- **Privacy Policy:** Doctor consults will be strictly confidential. In addition we maintain the security of personal health information at all times and ensure that this information is only released with your expressed written consent or where it is required by law.

### Dr David Lee (Principle)

MBChB, FRACGP, DRANZCOG, DCH

Dr Lee is a Fellow of the Royal Australian College of General Practitioners. He graduated from the University of Otago, New Zealand and worked at various metropolitan hospitals as resident/registrar including St. Vincent's, Western General and Peter Mac Cancer institute. He underwent further training in obstetrics at the Latrobe Regional Hospital and obtained the Diploma of Obstetrics and Gynaecology and Certificate of Sexual Health. He also completed the Diploma of Child Health from Sydney University. Dr Lee interests in all aspects of general practice. He enjoys the relaxing environment and beauty of Gippsland and used to practise at Sale and Drouin.



## Garfield Pharmacy Medical Clinic

### VISION STATEMENT

We are committed to providing a quality and affordable medical service to the people of Garfield and surrounding areas.

### SERVICES

- General Practice
- General Check-up / Blood tests
- Scripts and Referrals
- Chronic disease management (diabetic care, asthma, hypertension, etc)
- Men's Health (Prostate check)
- Sexual Health (STD check)
- Women's Health (contraception, Pap Smears / Implanon)
- Pregnancy Test/ Shared antenatal Care
- Mental health
- Children and travel Vaccination
- Minor Surgical Procedures (skin glue, suturing cuts, biopsy, removal of moles)
- Skin/Mole check
- Cryotherapy (liquid nitrogen 'freezing warts/sunspots')
- Plastering of simple fractures
- Ear Syringing

### DOCTOR HOURS

Tuesday, Wednesday and Friday Mornings

#### Appointments are essential

For out of hour service / emergency, please contact chemist on duty / hospital

87 Main Street, Garfield VIC 3814

**Tel : 5629-2408**

*New patients are always welcome*

## Garfield Pharmacy Medical Clinic

Your Health, Our Priority



## Garfield Pharmacy & Medical Centre

**New Address:** 73 Main Street, Garfield VIC 3814

Tel: 03-5629 2408

Fax: 03-5629 2885

Emergency dial 000

Email: [garfieldpmc@hotmail.com](mailto:garfieldpmc@hotmail.com)

Web: [www.gpmc.net.au](http://www.gpmc.net.au)

**Dr David Lee (MBChB, FRACGP, DRANZCOG, DCH)**

### **Practice Hours:**

Tue/Wed/Fri 9:30-1:30

### Fees

We bulkbill all patients with a valid Medicare card including procedures.

Please be advised Pre-employment medical or VicRoads medical examination do not attract any Medicare rebate and will be privately charged.

**Please ensure you bring your Medicare card, Health Care Card or Pension Card to your appointment**

### Appointment

This practice sees patients by appointments. A standard appointment is 10 to 15 minutes. We try to keep as closely as possible to the appointed times, however if we are unable to do this, staff will inform you of any expected delays. Walk-ins are accepted if we are not busy and there is an availability space. Emergencies will always be seen promptly. Please advise receptionist on arrival if any special requests.

**Please ensure your telephone number and address are correct and up-to-date.**

### Home Visits

Patients are encouraged to visit the clinic to enable the doctor to deliver optimal care with full access to practice facilities and equipment. Home visits are available to regular patients of this surgery who are too ill to attend the practices and live within 5km radius of our surgery.

### After Hours

In the event of life threatening emergency, please call 000 for an ambulance.

If the clinic is closed, the chemist on duty will be able to contact Dr Lee if you have an urgent matter

The closest emergency department:

### **West Gippsland Hospital**

41 Landsborough St,

Warragul VIC 3820

**Phone:** (03) 5667 5555

### Interpreter Services

If an interpreter is required, the Translating and Interpreting Service (TIS National) can be contacted on 131 450. If an onsite interpreter is required please advise reception 24hrs prior to your appointment

### National Relay Services (NRS):

For patients with speech/hearing impairment, the National Relay Service (NRS) is available to everyone at no additional charge 24/7. Please contact the numbers below:

TTY/voice calls - 133 677

Speak & Listen -1300 555 727

SMS Relay -0423 677 767

### Repeat Prescriptions

An appointment is usually required for a repeat prescription. However prescriptions for some medicines taken regularly may be obtained from your doctor but each request will be considered on an individual basis.

### Test Results

To maintain confidentiality, results will not be given over the phone except in special circumstances. Patients who have pathology tests or radiology scans are required to make an appointment to discuss their results with the doctor.

### Recall System

Our practice has a computerised recall system. The reminder letters are automatically generated by the computer to notify

patients about pending appointments for preventative health matters. Recalls are also used for recalling patients with abnormal result depending on the urgency and as instructed by the doctor whether by phone, letter or in person.

If you do not wish to be part of this system please let us know.

### Privacy and Confidentiality

Doctor consults will be strictly confidential. In addition we maintain the security of personal health information all times and ensure that this information is only released with your expressed written consent or where it is required by law.

We follow the requirements of the Commonwealth Privacy Act 1988, and subsequent Amendments of 2001 and 2012, the Victorian Health Records Act 2001 and adhere to the Australian Privacy Principles (APP) which came into effect in 2014. A copy of our Privacy Policy is available at the clinic.

### Patient Feedback & Complaints

Your feedback is important to us. If you have a problem or suggestion we would like to hear about it. Please feel free to discuss your concerns with the Practice Manager or fill in the suggestion form in the waiting area and place it in the suggestion box provided.

We take your concerns, suggestions and complaints seriously. However, if you feel we have not handled your complaint in appropriate manner and wish someone to mediate on your behalf you can contact:

### **Health Complaints Commissioner**

Level 26, 570 Bourke Street

Melbourne, 3000, Victoria, Australia

Phone: 1300 582 113







## OUR PHILOSOPHY: *Your Health, Our Priority*

At Garfield Pharmacy, our pharmacists' daily goal is to provide the community with friendly, personalised health care advice to help achieve the best possible outcomes for you and your family.

We pride ourselves on providing a professional health service, in a community environment, where you are welcomed with a smile and feel at ease.

We believe in expertise, honesty and are passionate about improving health outcomes for each of our customers. Health is such an important facet of our lives. Good health is essential to ensuring we can be at our best in our work, rest or play.

## OUR SERVICES

### MEDICATION MANAGEMENT

- **Prescription dispensing** – for all your pharmaceutical needs.
- **Prescriptions on File** – leave your prescriptions with us for peace of mind & convenience, then simply call in/up for quick pick up.
- **Safety Net Records** – lodge your prescriptions with us and we will keep track of your Safety Net records to ensure you receive your entitlements promptly.
- **Medschek Service** – a free service funded by Medicare to ensure you're on the right track with your medicines regimen.
- **Home Medicines Review** – a free service funded by Medicare, conducted by an accredited pharmacist in your home to discuss your medications, health goals, any concerns & liaise with your GP.

### PRIMARY HEALTH CARE

- Garfield Pharmacy is the first port of call for many minor ailments that can often be treated with **over the counter solutions**.
- Whether it is a cough, cold, first aid, gastro or skin problems come in and **speak to our trained pharmacists** for a health solution.

### LOCAL DELIVERY - *Can't get to us?! We will come to you!*

- If you are unable to collect your medicines, we can deliver to Garfield, Tynong, Nar Nar Goon, Bunyip & local surrounds.
- Prior arrangement essential.

### WEBSTER PACKING

- Pharmacists personally prepare weekly Webster packs of your medicines & vitamins to remove the hassle of paperwork & pills; gives you assurance of your daily medication regimen and also gives you your time back!
- Webster packs can be used for holidays, overseas trips, short breaks or respite stays. Either way, we can individualise the service for your needs.

### RESIDENTIAL AGED CARE

- Garfield Pharmacy offers medication services for residents in nursing homes or retirement villages, including short term respite care.
- We currently, and are able to, service residents at **Bunyip Hillview Aged Care**.

### DIABETES MANAGEMENT

- Garfield Pharmacy is a **sub agent for National Diabetes Services Scheme (NDSS)** – register to receive diabetic needles & test strips at no or low cost.

### CARDIOVASCULAR & RESPIRATORY HEALTH MANAGEMENT

- Garfield Pharmacy provides **FREE** blood pressure checks.
- Pharmacists on duty can provide you with information & advice on how to manage and improve your heart and lung health.

### WOMEN'S HEALTH NURSE

- **Every THIRD Wednesday of the month**, nurse Leonie from Southern Health conducts women's health checks including pap tests. Having a Pap test every two years is the best way women can protect themselves against cervical cancer.
- To book a comprehensive women's health assessment, please call **5941 0500** or **5990 6789** to request appointment at Garfield Pharmacy.

### HEALTH ADVICE & SUPPLEMENTS:

- Pharmacists can provide you with advice and products relating to:
  - Men's & Women's Health
  - Digestion & Bowel health
  - Hayfever & allergy relief
  - Travel Health & accessories
  - Head Lice, Worms, Scabies
  - Vitamins & supplements
  - Asthma & Respiratory Health
  - Blood pressure & Heart Health
  - Ear candles, cleansers & wax removal
  - Cough, cold & flu
  - Immunity defense
  - Children's Health
  - Quit Smoking
  - Scalp care & Skincare
  - Joint Pain & Arthritis

### SPECIALITY LINES

- **MOO GOO** – Australian natural therapeutic skin care range for sensitive or irritated skin. Try their signature Udder Cream moisturiser, Eczema & Psoriasis Balm (top-seller) & Moo Goo Cream Shampoo/Conditioner.
- **SUKIN SKIN CARE** – Australian, environmentally conscious, natural & luxurious personal care company; offering a skin & hair care range containing active botanical and essential oils; free from harsh chemicals
- **ULTA 3** – offers value for conscious & fashion savvy women a full range of cosmetics for under \$10 with nail colour, starting at just \$2.
- **BODY TOOLS** – for all your manicure, make up & hair accessories

## OUR PHARMACY HOURS

**WEEKDAYS 9am to 5:30pm**

**Saturday 9am to 1pm, Sunday CLOSED**

**GARFIELD PHARMACY**

87 Main Street Garfield 3814

**Fax: 5629 2885, Ph : 5629 2408**