



## PATIENT INFORMATION

This brochure is designed to provide you with information about this clinic, the independent medical practitioners who work at this clinic, clinical staff and services.

Your GP and MMVC staff welcome any feedback in the form of compliments, complaints or suggestions you may wish to share about your experience at this clinic or with your medical practitioner.

[mmvc.com.au](http://mmvc.com.au)

Email: [confidential@mmvc.com.au](mailto:confidential@mmvc.com.au)

App: AMS Connect found on Apple or google play

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### MT MARTHA SITE:

Suite 1, 2 Langrigg Avenue, Mt Martha VIC 3934

Tel: 03 5974 3500

|                     |                             |                  |
|---------------------|-----------------------------|------------------|
| Hours of operation: | Monday, Wednesday, Thursday | 8.30am – 6.00pm  |
|                     | Tuesday                     | 8.30am – 6.30pm  |
|                     | Friday                      | 8.30am – 5pm     |
|                     | Saturday                    | 9.00am – 12 noon |

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### MORNINGTON SITE:

205 Dunns Road, Mornington VIC 3931

Tel: 03 5975 6211

|                     |                   |                 |
|---------------------|-------------------|-----------------|
| Hours of operation: | Monday - Thursday | 8.30am – 5.30pm |
|                     | Friday            | 8.30am – 5pm    |

Medical services are available out of hours via our locum service DOCTORDOCTOR **132 660**

Care is available at the clinic or via telephone or video consultations 6 days a week.

See our website for more information or speak to our friendly medical receptionists

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## INDEPENDENT MEDICAL PRACTITIONERS

Mt Martha Village Clinic was established in 1989 and has attracted highly experienced independent GPs who run their own medical practice from Mt Martha Village Clinic to provide quality medical care to individuals and families.

All of our GP doctors are independent but collaborate to make sure that your ongoing health needs are met within the practice, even if you are unable to see your regular doctor.

The clinic has been involved in mentoring and training GPs of the future by participating in the professional development of doctors since 1998. These doctors are fully qualified working with us as they complete their specialty training in General Practice.

Independent Medical Practitioners:

|                       |                         |                      |                 |
|-----------------------|-------------------------|----------------------|-----------------|
| Dr Mark Medlicott     | Dr Almir (Alex) Tanovic | Dr Shaminder Kaur    | Dr Mark Sujecki |
| Dr Marcel Boulat      | Dr Ryan (Yeung) Soon    | Dr Amy Wong-Ten Yuen |                 |
| Dr Jennifer McCracken | Dr John Giannakakis     | Dr Emma Little       |                 |

GP Registrar: Dr Jasmine (Jeng-Ting) Yeh Dr Disna Wijayawickrama

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## PRACTICE NURSES

Our Practice Nurses offer a wide range of services to our patients. They are highly skilled and provide emergency triage and care. They each provide a range of services including health assessments, care plans, quit smoking and weight management clinics. They run wound clinics and assist GPs with procedures, dressings, immunizations, blood pressure checks and other nursing duties. Health promotion information and resources are available in treatment room, waiting room, our website or specifically from your medical practitioner.

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## ADMINISTRATION

Our friendly reception team work closely together, they are all very experienced and are a fantastic support the clinical team and our patients. They are all highly valued and appreciated for their individual abilities which complement each other as they strive to create a warm and friendly environment for us all. Please present to them upon arrival where they can confirm your identity using the required 3 health identifiers.

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## APPOINTMENTS

Consultations are by appointment and can be made via the reception team in person, over the telephone, online via [mmvc.com.au](http://mmvc.com.au) or via the AMS app. Telehealth appointments are available via telephone or video and you are eligible for Medicare rebate if you have had a consultation at the clinic at least once in the previous 12 months.

All appointments are standard unless you select a longer time frame. Please ensure you book the time you need. Longer appointments are required for multiple problems, mental health treatment plans, emotional issues, well women checks.

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## GENERAL PRACTICE SERVICES

|                            |                             |                    |
|----------------------------|-----------------------------|--------------------|
| Adolescent Health          | Emergency treatment         | Skin Cancer Checks |
| Womens Health              | Emotional and Mental Health | Travel Health      |
| Childhood Immunisations    | Family Planning             | Mens Health        |
| Chronic Disease management | Health Assessments          | Sexual Health      |
| Diabetes support           | Residential Aged Care       | LGBTIQ Health      |
| On-site pathology          |                             |                    |

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## BILLING & ACCOUNTS

Independent Medical Practitioners privately billing and all accounts are required to be paid at the time of consultation. The practice accepts cash, EFTPOS and most credit cards on their behalf and has the facility to return the Medicare rebate to your account. There are circumstances where an administration fee may be applied.

Fees are listed on our website or at reception. These fees are indicative as the medical practitioners have their own individual billing practices so fees may vary for each consultation.

If you are having difficulty paying your account, you may discuss this with our reception team who will liaise with your medical practitioner on your behalf.

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## GST

Medical services provided as treatment of a patient will not routinely attract the GST. If your consultation or services attracts GST then you will be provided with an appropriate tax invoice.

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## REPEAT PRESCRIPTION MEDICATION

If you only require a prescription for an ongoing medication normally prescribed by your regular GP here, then you can make a brief telephone consult or attend in person if you have not attended for consultation in the past 12 months (to qualify for Medicare rebate). Brief consultations are usually bulk billed to ensure continuity of care and we appreciate 3 days notice to ensure your GP is available.

If you require prescription for an authority script (medication the doctor calls the government for permission to prescribe), pain or sleep medication, please make a standard in person or telehealth appointment with your regular GP. If you require the contraceptive pill, please arrange a standard consultation to attend in person.

Please make a standard appointment with your GP if you want a professional opinion on any other matter. There is not enough time during a brief consultation to discuss any other health issues you have that needs appropriate attention.

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## ONGOING, UPDATED REFERRAL

If you require your existing referral to be updated to a specialist that you are seeing for an ongoing medical problem, your GP requests that you make a brief telephone consultation with them or attend in person. A brief consultation may be bulk billed if you fulfill the Medicare criteria. For telephone appointment, you need to have attended in person for consultation at the clinic within the last 12 months.

If you require a referral to a specialist who you have not seen before, or your GP has not referred you to before then please make a standard appointment and see our fees page for information.

Please contact the practice a minimum of 3 days notice prior to your specialist appointment to ensure your GP is available to do this.

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## RESULTS

The practice has an automated system called AutoMed to provide you with your results via text message. If you opt into this system, you will receive notification once all your tests have returned even if they are normal. In addition your GP may include a comment or any simple information or instruction to you.

Your GP may decide your results warrant further discussion or explanation, then they will ask you to return for a non-urgent appointment to provide you with explanation and discuss your options to formulate a plan to manage your health. You can make a telephone appointment or come in person. Please note fees apply, according to the level or detail that is required.

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## COMMUNICATION

Patient information is received via post, registered post, fax and secure encrypted email. Your GP will take telephone calls relating to you and your family's health. If they are consulting with patients when you call, they may need to call you back at a later time. Some of your phone calls may be directed to the nurse for appropriate advice or you may be asked to make an appointment. Phone calls will usually be responded to the same day, however it is up to each individual GP.

Email correspondence can be sent to the reception team via [confidential@mmvc.com.au](mailto:confidential@mmvc.com.au). We aim to respond to emails within 48 business hours so if it is urgent, please contact the clinic.

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## SMS

An SMS reminder service is available for patients who have provided the clinic 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 or emails regarding availability of vaccines such as flu vaccines. Please notify our reception team if you want to opt out of this service.

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## VACCINES

The clinic is a member of Travel Clinics Australia and travel vaccines and travel advice is available from your GP and practice nurse. The clinic and GPs are accredited yellow fever provider.

Our practice nurses are accredited immunizers and provide advice around government funded immunisation programs and vaccination for your children.

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## NEXT OF KIN & EMERGENCY CONTACT DETAILS

We encourage all patients to advise the reception team of your emergency and next of kin contact details to ensure we are able to contact your chosen person in case of emergency.

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## CULTURAL/ETHNIC BACKGROUND & LANGUAGE

Please advise the receptionist or your independent medical practitioner of your relevant cultural background. This is a recognition of the differences that can exist in health risks and needs among different groups of people. It helps us identify any ways that we can provide the best care for everyone.

If you require an interpreter please advise the receptionist. Interpreter services contact details are 131 450.

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## PATIENT RECORDS

Please keep your records up to date with us – notify our reception team of any changes of your name, address, phone number and/or email. Patient consultations and medical records are kept strictly confidential and access to your file is restricted. If you require a copy of your medical record or if you wish to transfer to another clinic, please contact our reception team who will provide you with the process on how to action this. The clinic adheres to the guidelines in accordance with the Privacy Amendment (Private Sector) Act 2012.

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## ARTIFICIAL INTELLIGENCE – AI

Artificial Intelligence (AI) in healthcare is a new and rapidly evolving area. Independent GPs at this clinic may choose to use AI to automate some patient notes to save time and improve patient care. The patient consultation is recorded and the AI tool transcribes the recording in real time to the AI tool's server and is then linked to the patient notes. It helps the GP record accurate clinical notes during a patient consultation. The medical scribe tool listens in the background, capturing only the relevant details relating to clinical documentation requirements. These details are then transcribed into text to be sent to your GPs electronic medical record system. All recordings are deleted immediately after they have been transcribed and the transcription is held encrypted for 1-7 days. The AI tools used by the independent GPs comply with the required privacy legislation the Australian Privacy Principles and the Australian Privacy Act 1988 and speech to text transaction, redaction and storage of patient information is stored securely on Australian shores.

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## SMOKING AND VAPING

The clinic site has a no smoking and vaping policy in place, including the car park and around the external buildings.

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## FACILITIES FOR PEOPLE WITH DISABILITY

The clinic can accommodate patients with impaired mobility or in wheelchairs. There are automatic doors at the front entrance of both clinics.

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## MT MARTHA VILLAGE CLINIC GROUP WEBSITE

Mt Martha Village Clinic has a dedicated website [mmvc.com.au](http://mmvc.com.au) which has services available and health information with links to reputable information on other websites. It also functions for you to book your appointment online.

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## PRIVACY POLICY

Delivery of quality healthcare requires a doctor patient relationship of trust and confidentiality is consistent in achieving this end. This clinic has developed a policy to protect patient privacy complying with privacy legislation which is available from reception team or in the waiting room. Our clinic abides by the Ten National Privacy Principals [www.oaic.gov.au/privacy/australian-privacy-principals](http://www.oaic.gov.au/privacy/australian-privacy-principals)

Patient privacy and confidentiality is assured for consultations and in medical account records, appointments, telephone calls and electronic media including computer information.

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## ACCREDITATION

Every 4 years we are accredited against a set of standards that are assembled by the Royal Australian College of GPs (RACGP). This ensures we are up to date with our systems and we continue to improve the quality of our practice and our service to our patients. We are visited by 2 surveyors who review all our policies and procedures, interview staff and patient feedback. A GP may view patient notes to ensure patient care and records are current and adequate. These surveys are always performed with the strictest of confidence.

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## FEEDBACK – COMPLIMENTS & COMPLAINTS

If you have any feedback we would like to hear from you. The GPs, practice nurses and management team value your feedback and we encourage you to let us know about your experience with your GP and the services at the clinic.

We take compliments, complaints and suggestions and you can direct them in writing to the practice manager at 2 Langrigg Avenue, Mt Martha 3934 or verbally by calling 03 5974 3500. You can speak to one of the staff in which case the information will always be conveyed to the medical director and/or medical practitioner.

You can email us [confidential@mmvc.com.au](mailto:confidential@mmvc.com.au) or there is a contact form on our website and a suggestion/feedback box at reception.

We may ask you to participate in patient surveys, participation is voluntary and all your answers are confidential. Feedback will be provided via information in the waiting room and on our website.

If you feel your concerns are not dealt with adequately by your doctor, management or staff then you may wish to read the Health Complaints ACT 2016 (Vic). You can lodge a complaint online at:

Health Complaints Commissioner (HCC)

Level 26, 570 Bourke Street

Melbourne VIC 3000

Telephone: 1300 582 113

Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au) or website: [hcc.vic.gov.au](http://hcc.vic.gov.au)

## PATIENT CONSENT

This medical practice is committed to providing you with quality health care and collects information from you with this purpose in mind. We require you to provide us with your personal details and full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs.

In keeping with our obligations under Privacy Act 1988 (Commonwealth) and Australian Privacy Principles and under State health records legislation, we wish to inform you of the purposes for which we may use your personal information and how we may use and disclose your personal information (including health information).

We require your consent to collect your personal information, and for its use in the following ways:

- Administration purposes in the operation of this practice.
- Billing purposes including compliance with Medicare.
- Disclosure to others involved in your healthcare, including your treating doctor 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.
- Independent GPs may use an AI agent for transcriptions purposes using platforms that fully complies with the Australian Privacy Principals
- Disclosure to other doctors in the practice for the purpose of patient care and teaching.
- For Accreditation, research and quality assurance activities to improve individual and community health care and practice management. Only information that does not identify you is used in these circumstances.
- To comply with any legislative or regulatory requirements such as notifiable diseases or if legally compelled to do so.
- For reminders and recalls which may be sent to you regarding your health care and management.
- There may be circumstances where the doctor will be obliged to release details of your health information without your express consent – this may be in the case of extreme emergency.

## COMMUNICATION BETWEEN PRACTICE AND PATIENT

Independent GPs and staff working at Mt Martha Village Clinic are committed to providing patients with quality health care. We have implemented technology solutions to enable communications with our patients via SMS and mobile applications.

In addition to other communications we may send you from time to time, we may send you the following types of communications:

- 1.) Appointment reminders – notifications to you to remind you of upcoming appointment dates with the practice as well as allowing you to confirm your appointment;
- 2.) Clinical reminders – notifications to you to remind you to contact the practice to arrange appointments for regular clinical check-ups, medical procedures, immunisations due;
- 3.) Clinical communications – communications to you about your clinical care at the practice such as returned pathology results or clinical messages from your GP; and
- 4.) Health awareness – communications to you in relation to general health care information and health care services provided by GPs and practice nurses at Mt Martha Village Clinic, including notifications about changes to our clinic opening hours and information about health care services provided by Mt Martha Village Clinic.

As part of the provision of health care services to you, the practice will send you appointment reminders, clinical reminders and clinical communications from time to time. We may also send you health awareness information if you have consented to receive such communications below. We may use third party service providers (which may be located outside of this state) and disclose your personal information (including health information) to them to assist us in sending you any information that is unencrypted. For example, if we send you an sms, your details are disclosed to the carrier we engage in order to get that message to you. So when we provide instruction or information to you regarding your personal health, we will engage in simple, direct terms via sms or email and keep any sensitive information for face to face consultation.

To the extent practicable, we will send you communications via your preferred contact method indicated below. However, you acknowledge that we may contact you using any of your contact details that you may provide to us from time to time as we consider appropriate.

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**ACKNOWLEDGEMENT AND CONSENT:**

I have read the information above and understand the reasons why my information must be collected.

I understand that I am not obliged to provide any information requested of me but if I choose not to, then I may compromise the quality of health care and treatment provided to me.

I acknowledge and agree that, in the course of providing health care services to me, my GP and Mt Martha Village Clinic may need to use and disclose my personal information (including any health information) as set out in this form.

I wish to receive health awareness communications as described above and I hereby specifically consent to the use of my personal information, including any health information by Mt Martha Village Clinic to assess the types of health awareness communication it sends me and specifically consent to receipt of such health awareness communications.

I acknowledge that Mt Martha Village Clinic will use contact details provided by me (as updated by me from time to time) to communicate with me. To the extent that the mobile number I have provided to Mt Martha Village Clinic is utilised by more than one patient, I understand and consent that all SMS and phone communications will be directed to that number.

Please complete and sign below if you understand and agree to the acknowledgements and consent set out above.

Patient Name (please print): .....

Parent/Guardian Name if patient is under 16: .....

Your relationship to patient (eg mother, father, guardian) .....

Signature: ..... Date: .....