



## PATIENT INFORMATION

This brochure is designed to provide you with information about this clinic, the independent general practitioners (GP's) 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 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 supports highly experienced independent GPs who run their own medical practice from Mt Martha Village Clinic to provide quality medical care to individuals and families.

The independent GPs collaborate to make sure that your ongoing health needs are met within the practice, even if you are unable to see your regular GP.

GPs have 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 General Practitioners (GPs):

Dr Jennifer McCracken	Dr Mark Sujecki	Dr Marcel Boulat	Dr Almir (Alex) Tanovic	
Dr Heather Geschke	Dr Andrew Marich	Dr Julie Whitehouse	Dr Nicholas Cornish	Dr Shaminder Kaur
Dr Amy Wong-Ten Yuen	Dr Ryan (Yeung) Soon	Dr Mark Medlicott	Dr John Giannakakis	Dr Emma Little

GP Registrar:

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## PRACTICE NURSES

Our Practice Nurses offer a wide range of services to 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 GP.

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## ADMINISTRATION

Our friendly reception team work closely together and are all very experienced. They are a fantastic support and resource for clinicians and 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 everyone. Please present to them upon arrival where they can confirm your identity using the required 3 health identifiers and ensure you are not infectious to wait for your GP or nurse consultation inside the clinic.

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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 and reviews, emotional issues, well women checks etc.

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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	LGBTIQA+ Health
On-site pathology		

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## APPOINTMENTS & FEES

Independent GPs bill privately and all accounts are required to be paid directly following your appointment. There may be additional charges incurred beyond the standard consultation fee if any additional tests and/or procedures are required. 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 GP has their own individual billing practices so fees may vary for each consultation. Failure to make payment on the day or before 7 days after your appointment may incur an additional administration fee for the time and resources taken to recover the full payment. You will not be allowed to make future appointments until all outstanding accounts have been paid.

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.

Please note our fee if you do not attend or cancel within 2 hours of your appointment. If you cancel within 2 hours then 50% of the standard fee will apply. If you do not attend at all, then full fee will apply for the time GP set aside to see you.

If you are experiencing financial hardship, please speak to your GP.

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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 at this clinic, then please 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 may be bulk billed to ensure continuity of care and we appreciate 3 days notice to ensure your GP is available. Ideally book your appointment when your last repeat has been dispensed. You may be charged a full consultation fee if you do not see your usual GP who is familiar with you.

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 with 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). The reception team aims to respond to and/or action 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 providers.

The clinic 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

Your GP encourages all patients to advise the reception team of your emergency and next of kin contact details to ensure your chosen person is contacted in case of emergency.

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## CULTURAL/ETHNIC BACKGROUND & LANGUAGE

Please advise the receptionist or your GP 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 your GP and our practice team identify any ways that we can provide the best care for you.

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

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## PATIENT RECORDS

To keep your records up to date, please notify the 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 and 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/LIMITED MOBILITY

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 GP and clinical 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. The full policy is available to view on our website <https://www.mmvc.com.au/patient-confidentiality/> 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 the clinic via [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)

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#### COMMUNICATION BETWEEN PRACTICE AND PATIENT:

In accordance with section 6(1) of the *Privacy Act 1988* (Cth) ("**Privacy Act**"), all information collected in this medical practice is treated as 'sensitive information'. To protect your privacy, Mt Martha Village Clinic Pty Ltd ACN 005 840 184 as trustee for the MMVC Unit Trust ("**Practice**") operates in accordance with the Privacy Act and its Privacy Policy. A copy of our Privacy Policy is available free of charge from reception or on our website <https://www.mmvc.com.au/patient-confidentiality/>

Your GP uses the information you provide to manage your health care, which may include using the information for the following purposes (including instructing the Practice to use the information for the following purposes on your GP's behalf):

- Collecting, recording and storing your personal and health information that will form part of an individual computerised medical record.
- Issuing reminders for specific health checks that you may require, if any, as part of your consultation with your GP and/or our nurse.
- Providing you with health information updates, general medical updates and provide your personal and health information to the relevant state and/or national recall reminder registers.

Using your personal health information to undertake, however not limited to, administrative tasks involved in the running of the Practice, and for your GP, billing tasks which includes compliance with Medicare, Health Insurance Commission and other relevant Government agency requirements.

Your GP may use artificial intelligence to record and summarise your consultation and store the transcript of your appointment in your medical record. These notes will be reviewed by your GP to ensure they accurately reflect your appointment before they are relied upon to provide medical advice. If you have any queries or concerns, please let your GP know who can provide you with access to the relevant terms and conditions and privacy policy for the specific artificial intelligence program they use.

Selected information may be disclosed to various other health care providers involved in supporting your health care management (e.g. pathology and imaging providers, hospitals or other specialists). You hereby acknowledge and consent to the disclosure and/or use of your personal health information by the Practice, your GP and persons directly or indirectly involved in your personal health care or medical treatment for that purpose, including:

- Sending specimens obtained from you to the necessary pathology provider for analysis. As a result, you understand that you may incur an out-of-pocket expense, by which a separate invoice will be issued by the relevant pathology provider. You understand that you will be liable for all expenses incurred.
- Disclosing your personal and health information to the relevant medical and allied health service providers involved in your care.

- Disclosing de-identified personal and health information for research and quality assurance purposes undertaken by your GP to improve the quality of both individual and community health care needs and medical practice management. You may 'opt-out; of any involvement at any time.
- Using your personal and health information by your GP and other authorised individuals involved in your medical care and treatment, both directly and indirectly.
- Disclosing for legal related purposes as requested and required by a court or other regulatory body.
- For medical training/teaching purposes where de-identified information is disclosed to medical students and staff.
- For disease notification as required by the law.

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#### COMMUNICATION BETWEEN PRACTICE AND PATIENT:

Your GP is committed to providing patients with quality health care. As part of their commitment, Mt Martha Village Clinic has implemented technology solutions to enable communications with you on your GP's behalf via SMS and mobile applications.

In addition to other communications that may be sent to you from time to time, common communication types include the following:

- 1.) Appointment reminders – notifications to you to remind you of upcoming appointment dates with your GP or our nurses at 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 with your GP for regular clinical check-ups, medical procedures, immunisations due;
- 3.) Clinical communications – communications to you about your clinical care with your GP such as returned pathology results or clinical messages; and
- 4.) Health awareness – communications to you in relation to general health care information and health care services provided by your GP including notifications about changes to the Practice's opening hours and information about health care services provided by your GP.

As part of the provision of health care services to you, the Practice on your GP's behalf will send appointment reminders, clinical reminders and clinical communications from time to time. You may also be sent health awareness information if you have consented to receive such communications. Your information (including health information) may be disclosed to third party service providers (which may be located outside the state) 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 that MMVC engages in order to get that message to you. So when you are provided with instruction or information regarding your personal health, it is done with simple, direct terms via sms or email and any sensitive information is kept for face to face consultation.

To the extent practicable, communications will be sent 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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#### PRIVACY COLLECTION STATEMENT:

Mt Martha Village Clinic Pty Ltd ACN 005 840 184 as trustee for the MMVC Unit Trust collects your personal information for purposes related to (or in the case of sensitive information, directly related to) our functions or activities, including facilitating the delivery of health services to you from your health practitioner, informing you of services which may be relevant to you and to communicate with you on behalf of your

health practitioner. We may not be able to facilitate the delivery of health services from your health practitioner to you if you do not provide this information. Your personal information may be disclosed to our related bodies corporate, health practitioner, and third-party services providers. Your personal information is kept private and secure, as required by federal and state privacy laws.

Please refer to our Privacy Policy for full details of how we handle your personal information, including how you may access and seek correction of your personal information, complain about a privacy breach, and how we will deal with that complaint.