

New Patient Information

Welcome to Geelong Diabetes and Endocrinology (GED). Our mission is to offer the highest level of private health care in the field of diabetes and endocrinology in Geelong and South West Victoria, and we pride ourselves on offering our patients outstanding customer service and care. We hope to make your involvement with us as easy and stress free as possible.

Fees: As we are a private practice, we do not bulk bill. Fees charged will vary according to the type of consultation, ie. length and complexity. A rebate can be claimed from Medicare; however there is usually a gap between the doctor's fees and the amount that Medicare will reimburse you. This will result in an out of pocket expense to you. **Full payment is required at the time of consultation**, after which you can claim your rebate from Medicare (TAC or Workcover if this applies). You can pay with cash or by EFTPOS, Visa or Mastercard. If accounts are not paid on the day, there is an additional \$20 account keeping fee.

Initial visit – complex (inc. treatment & mg't plan)	Payable \$400 (Medicare Rebate = \$224.35)
Subsequent visit - complex (inc. treatment & mg't plan)	Payable \$200 (Medicare Rebate = \$112.30)
Subsequent visit – complex (annual review)	Payable \$310 (Medicare Rebate = \$224.35)
Initial visit (single problem)	Payable \$300 (Medicare Rebate = \$128.30)
Subsequent visit (same problem)	Payable \$140 (Medicare Rebate = \$64.20)
Insulin pump download	Payable \$45 (Medicare Rebate = \$44.65)

- There is a \$20 discount offered to pension card holders for initial visits and a \$10 discount for subsequent visits.
- Veterans Affairs patients are billed directly to the Department of Veterans Affairs.
- The Medicare Safety Net will provide additional rebates to patients whose expenses have exceeded Medicare set thresholds.
- We offer on the spot Medicare rebate claiming after you have paid your account in full. If your bank details are registered with Medicare, we can lodge your claim with Medicare and your rebate will be deposited into your bank account within 2-3 working days (sometimes even sooner).

Repeat Prescriptions: There is a charge for repeat prescriptions outside of a consultation of \$15.

Cancellations: We have an extensive waiting list of patients wanting to be seen. At present there are many more patients who require care than we can offer appointments to. To keep waiting lists down, if you are unable to attend your appointment, we require **24 hours notice** to enable us to put another patient in your place. 24 hours notice is required **or a non-attendance fee will be charged. 48 hours notice is required to cancel Diabetes Educator appointments or a non-attendance fee will be charged.**



Location and Parking: We are conveniently located at 248 Malop Street, Geelong. Free one hour parking is generally available in Malop Street. Our rooms are accessible by wheel chairs and prams. There is disabled car parking available at the rear of our premises. Please discuss this requirement with our administration team.

Appointment Scheduling: Our Doctors have many demands on their time, and on occasions, we may need to change your scheduled appointment. We will always try to avoid doing this, but sometimes rescheduling your appointment is our only option. If we do request you to change your appointment, we will try to fit in with your availability as much as possible.

Appointment Times: All efforts are made for you to be seen at your appointment time. However please allow yourself sufficient time for your appointment as the waiting time may extend to 1 hour.

Patients with Diabetes: Patients with diabetes are kindly requested to bring their glucose meters and monitoring records to their appointments. Patients presenting for licence renewals are also requested to bring their last eye report (if possible).

Referrals: To claim a Medicare rebate for your appointments with our Endocrinologists you will require a referral. Referrals from GP's are valid for 12 months (unless they are marked 'indefinite') and referrals from other specialists/surgeons are valid for 3 months. It is your responsibility to make sure your referral is valid.

Other Services Available: Geelong Endocrinology and Diabetes aims to offer you a 'one stop shop' to support you in managing your diabetes or endocrine conditions. A range of allied health professionals are co-located at our practice. If you are interested in seeing a Diabetes Educator, Dietitian or Podiatrist please enquire with our reception staff or discuss with your Doctor.

More Information: Please refer to our website at geelongendocrinology.com.au

What Do You Think? Your feedback can help us to deliver the best quality health care possible. Our Practice Administration Team is always happy to receive your feedback.

Our Privacy Policy: *Geelong Endocrinology & Diabetes Services (GED) takes their responsibility under the Health Records Act 2001 (Vic) and the Privacy Act 1998 (Cth) seriously and we take all reasonable steps in order to comply and protect the privacy of the personal information that we hold. GED privacy policy is summarised below, however should you like the full version, please request it at the GED reception.*

Collection of Information: *GED collects information from you so that we may properly assess, diagnose, treat and be proactive in your healthcare needs. The information we collect may include: personal details (name, address, date of birth, Medicare number), your medical history, notes made during the course of the medical consultation, referral to other health service providers, results and reports received from other health service providers; and credit card or direct debit information for billing purposes.*

Use and Disclosure: *All members of the professional team involved in your care will have access to your personal information. This means we may use and disclose the information you provide in the following ways.*

- *Disclose to others involved in your health care, including treating doctors, pathology services, radiology services and other 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 the referrals.*
- *Administration purposes in running our medical practice, including our insurer or medical indemnity provider and quality assurance and accreditation bodies. Our staff are trained in the handling of personal information in accordance with the Practice Privacy Policy.*
- *Billing purposes, including providing information to your health insurance fund, the Health Insurance Commission (Medicare) and other organizations responsible for the financial aspects of your care.*
- *Where required by law, for example, pursuant to a subpoena.*
- *To insurers or lawyers for the defence of a medical claim.*
- *Assisting with training and education of other health professionals.*

Your right of access: *Under law you have a right to access personal information we hold about you. Please contact our Practice Manager for more information on our Access to Medical Records Policy. We ask that you put your request in writing, and charges may apply for the printing of medical records.*

Withholding your personal information: *You are not obliged to give us your personal information. However, if you choose not to provide GED with the personal details requested, it may limit our ability to provide you with full service. We encourage you to discuss your concerns with our reception staff prior to your first consultation or with your Doctor.*

Email Communication: *Should you enter into email communication with our practice staff or Doctors, please note that these emails are not encrypted and if the email is intercepted in transit, it can be read by unauthorised person. You are not obliged to use email as a communication form with us, and if you choose to email us, you accept this risk.*

Making a complaint: *If you have a complaint regarding the way your personal information has been handled by our practice, please put it in writing and send it to our Practice Manager. We will acknowledge receipt of your complaint within 14 days and endeavour to provide a full response in 30 days of receipt. If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of the health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC : Fill out a complaint form online at www.hcc.vic.gov.au or Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.*

If you have any further queries, please do not hesitate to contact us:

Dr Natalie Harrison (Endocrinologist)

Dr Michael McNamara (Endocrinologist)

Prof Geoff Nicholson (Endocrinologist)

Dr Karen Dwyer (Nephrologist)

Dr Michael Mok (Cardiologist)

Dr Kimberly Cukier (Endocrinologist)

Dr Jaideep Kulkarni (Endocrinologist)

Dr Negar Naderpoor (Endocrinologist)

Dr Alice Hong (Endocrinologist)

Leeanne Bath (Practice Manager)

PATIENT INFORMATION AND CONSENT

(Mr/Mrs/Miss/Ms)

First Name: _____ Surname: _____ DOB: _____

Address: _____

Postal Address (if different to above): _____

Home Ph: _____ Work Ph: _____ Mobile: _____

YES / NO for SMS appointment reminder (please circle)

Email: _____

Next of Kin (this is a person who knows you will be attending an appointment at GED):

_____ Relationship: _____

Home Ph: _____ Work Ph: _____ Mobile: _____

Second contact: _____ Relationship: _____

Home Ph: _____ Work Ph: _____ Mobile: _____

Do you identify as being of Aboriginal and/or Torres Strait Islander origin? _____

MEDICARE/PRIVATE HEALTH ETC

Medicare No.: _____ Reference No.: _____ Expiry Date: _____

Private Health Insurer: _____

Member No.: _____ Level of cover: _____ DVA No.: _____ Gold/white

Pension Card No.: _____ Exp Date: _____

Referring Dr: _____ Practice: _____

Regular GP (if different to referring Dr): _____

I, _____ have read and understand the information contained in the Geelong Endocrinology and Diabetes Services Privacy Policy, including:

- the types of personal information collected by the Practice, the reasons why it is necessary to collect it and the circumstances in which my personal information may be used or disclosed;
- that I may request access to my personal information, which may be granted in accordance with the Practice's *Access to Personal Information Policy*. I will be provided with a written reason if access is denied;
- that I may request an amendment to my personal information if it is incorrect. I will be provided with a written reason if a request for amendment is denied;
- that my personal information will not be used for direct marketing or disclosed to overseas recipients;
- that I am not obliged to provide the Practice with my personal information, but withholding information may limit the Practice's ability to provide me with full service.
- that should I choose to enter into email communication with the practice, I accept the risk that this is not an encrypted email service.
- that I have the right to lodge a complaint about the handling of my personal information if I am dissatisfied, which will be dealt with in accordance with the Practice's complaint handling procedure.

Signed _____

(Patient or Parent/Guardian)

Date _____

Patient Medical Conditions Questionnaire

Patient Name: _____

Please Tick		Medical Condition	Details
Yes	No		
For patients with Diabetes please answer the following:			
		Diabetes?	Year of Diagnosis of Diabetes:
		Currently taking insulin?	Year commenced insulin:
		Dizziness on standing up?	
		Vomiting after meals?	
		Diabetes related eye problem?	Details:
			Name of eye specialist or optometrist:
			Month and year of last diabetes eye review:
		Do you see a podiatrist regularly?	
		Have you ever had a foot ulcer?	
		Do you get pain in your calf that stops you walking?	Walking distance after which pain occurs:
		Burning, tingling, painful feet?	
Other Medical Conditions			
		High blood pressure, or on treatment for blood pressure?	
		High cholesterol, or on treatment for cholesterol?	
		Current smoker?	Number of cigarettes daily:
		Ex-smoker?	Year ceased:
		Heart attack?	
		Coronary artery stent or angioplasty?	
		Coronary artery bypass surgery?	
		Heart failure?	
		Thyroid problem?	Details:
		Asthma?	

