



# Newtown

Medical Centre

311 Pakington Street Newtown 3220

Phone: (03) 5221 5044

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

## Doctors

Dr James Carter  
Dr Cath Donaldson  
Dr Hugh Seward AM  
Dr Genevieve Seabrook  
Dr Lesley-Ann Allardyce  
Dr Laura Bridges  
Dr Fiona Nelson  
Dr Belinda Coombs  
Dr Tom Bradey  
Dr Jess Russell  
Dr Peter Corredig  
Dr Andrew Bell  
Dr David Russell  
Dr Margaret Somerville

## Consulting Hours

Monday to Thursday 8am – 8pm  
Friday 8am – 5pm  
Saturday 9am – 11am  
Sunday closed

**Emergency Medical Care – 000**

## After Hours Care

The Home Doctor Service is available after hours. Please phone the practice and the message will provide you with the information you need.

## Services

General practice  
Preventative healthcare  
Chronic disease management  
Vaccinations  
Travel Medicine  
Mental Health  
Men's Health  
Women's Health  
Children's Health  
Adolescent Health  
Skin Clinics  
Sports medicine

## Contacting the Practice

Our doctors try not to interrupt consultations with phone calls so we recommend that you make an appointment to discuss health matters. The doctors will try to return phone calls at the end of the consulting session. Our nurses are available to speak to you over the phone or in person if you have urgent concerns.

You can email the practice at [reception@newtownmc.com.au](mailto:reception@newtownmc.com.au) with general queries but this is not a suitable avenue for clinical or time sensitive matters.

## Test Results

Your doctor will advise you to make an appointment to receive test results or will ask you to call. We have a Test Result service where you can speak to the nurse for your results. Please be aware test results usually take at least 3 days but often up to 7 days before the results are available.

## Appointments

We ask that new patients contact the clinic by phone to make an appointment.  
Existing patients call reception on 5221 5044 or use our online booking service at [newtownmc.com.au](http://newtownmc.com.au).  
Appointments are usually 15 minutes but longer appointments can be booked if needed.  
As a courtesy, and with your consent, we send out SMS appointment reminders.

## Emergencies

**Urgent Medical Care**  
**For emergency medical assistance please call an ambulance on 000**

For urgent medical attention please let our reception staff know. Our nurses are available to discuss and triage your health concerns.

## Management of Personal Health Information

Your medical record is a confidential document. All information regarding individual patients cannot be disclosed in any form except for strictly authorised use within the patient care context at our practice or as legally directed. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. All patient health information is considered private and confidential and is not disclosed to anyone without the patient's consent. Staff are well educated on privacy laws and sign a confidentiality agreement when they start employment here.

Patients can obtain a copy of personal health information, further information on how this can be obtained is available from reception.

Our privacy policy is available from reception or on our website.



# Newtown

Medical Centre

311 Pakington Street Newtown 3220  
Phone: (03) 5221 5044  
newtownmc.com.au

## Feedback and Complaints

If you have any concerns about your care please discuss these with your doctor.

Any feedback on our practice helps us to deliver a better service and we are grateful for it. The Business Manager is the person to contact if you have a complaint or wish to share feedback about the practice in general. Account queries can be directed to our support staff or the Office Manager, either in person or by telephoning 5221 5044. We also have a Suggestion Box in the waiting room..

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 health information in Victoria. Their service is free, confidential and impartial. Contact them on 1300 582 113 or see [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au) for more information.

The Office of the Australian Information Commissioner is able to receive complaints concerning privacy issues.

Office of the Australian Information Commissioner

Privacy hotline 1300 363 992.

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

## Fees

We are a private billing practice. Pensioners and Health Care Card holders are billed at a reduced rate. A list of fees are available in the waiting room and on our website. Please discuss with your doctor if your medical care is causing financial difficulties.

## Out of Pocket Expenses

Additional treatments, investigations and procedures may incur costs that are not fully covered by Medicare or private health insurance. Patients referred to other health professionals for consultation or investigation may incur out of pocket expenses. Patients are strongly advised to contact the practitioner or organisation and confirm the likely nature of these expenses. We are happy to help with contact details.

## Reminders and Recalls

We have a reminder and recall system in place. You may receive a mail or electronic reminder for a Care Plan or Pap Smear for example. You are able to opt out of this system at any time by contacting the practice or using the "opt out" facility in the SMS.

## Interpreter or National Relay Service

If an interpreter is needed please let us know prior to the appointment and we will arrange this for you. For hearing impaired patients we can utilise the National Relay Service. Please let us know and we will organise for you.

## Our Support Staff

Our practice has practice nurses working in our treatment room, working with patients in health management clinics helping patients to better manage chronic conditions and providing health assessments and checks. Our reception staff support our clinical staff and our patients. Our business manager and office manager help implement and maintain the systems and processes to help us deliver the best possible service.