

### Doctors

Dr James Carter  
Dr Genevieve Seabrook  
Dr Laura Bridges  
Dr Fiona Nelson  
Dr Belinda Coombs  
Dr Tom Bradey  
Dr Andrew Bell  
Dr Margaret Somerville  
Dr Rachel Driscoll  
Dr Victor Cheng  
Dr Melissa Reed  
Dr Oscar Walsh  
Dr Anna Carter  
Dr James Papa  
Dr Amanda Teo  
Dr Sophie Brough  
Dr Kesh Faye- Chauhan  
Dr Jessica Simons

### Consulting Hours

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

**Emergency Medical Care – 000**

### After Hours Care

The National Home Doctor Service is available for afterhours service. They can be contacted on **13 74 25**

### Services

General practice  
Preventative healthcare  
Chronic disease management  
Vaccinations  
Travel Medicine  
Mental health  
Men's, women's, children's and adolescent health  
Skin Clinics

### Contacting the Doctors

The doctors try not to interrupt consultations with phone calls so they ask that you make an appointment to discuss health matters. The doctors will try to return phone calls at the end of the consulting session. The practice 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 for the practice 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. You will be advised that reception may call or SMS you to make non urgent appointments. Please be aware test results usually take at least 3 days.

### Appointments

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

### Emergencies Urgent Medical Care

**For emergency medical assistance please call an ambulance on 000**

For urgent medical attention please let the reception staff know. The 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 the practice with your doctor or as legally directed. It is the policy of this practice & the doctors at Newtown Medical Centre 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.

The privacy policy is available from reception or on the website, [www.newtownmc.com.au](http://www.newtownmc.com.au)

### **Feedback and Complaints**

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

Any feedback on the practice helps us to deliver a better service. The Practice Manager is the person to contact if you have a complaint or wish to share feedback about the practice in general, [manager@newtownmc.com.au](mailto:manager@newtownmc.com.au). Account queries can be directed to the support staff or the Office Manager, either in person or by telephoning 5221 5044.

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**

The doctors services private billed. Pensioners and Health Care Card holders are billed at a reduced rate. A list of the doctors fees are available in the waiting room and on the 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. Your doctor or reception staff are happy to help with contact details.

### **Reminders and Recalls**

The doctors 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 reception know prior to the appointment and this can be arranged for you. Hearing impaired patients can utilise the National Relay Service. Please let reception know and they will organise for you.

### **Clinic address**

The clinic works across 309 and 311 Pakington Street Newtown and have reception at both buildings.

The contact details are the same.