



PATIENT INFORMATION

CONTACT:

Ph: 03 9645 1367

F: 03 9654 1380

OPEN HOURS:

Mon- Fri: 8am-6pm

Saturday: Closed

Sunday & Public hol: Closed

DOCTORS

Dr Michael Taylor (MBBS, DCCH, FRACGP) – Family health, paediatrics, sports health, mens health, family medicine, minor procedures, mental health, preventative health, chronic disease management.

Dr Farnoush Nia (MBBS, DCCH, FRACGP) – Family health, preventative health, chronic disease management, sexual and reproductive health (copper IUD, Mirena insertion and implanon), breastfeeding medicine, pregnancy shared care, mental health.

Dr Viyan Hague (BSc(Hons), MBBS, FRACGP, DRCOG, DFSRH) - Female health, pregnancy, family medicine, sexual health, mental health, preventative health, chronic disease management, mental health.

Dr Patrick Gilbourne (MB BAO, BCh, DCH, MCAI, MICGP, FRACGP, GAICD) – Family health, paediatrics, aged care, mens health, family medicine, minor procedures, mental health, preventative health, chronic disease management.

Dr Megan Willaton (MBBS, FRACGP) – Female health, pregnancy, family medicine, sexual health, mental health, preventative health, chronic disease management, mental health.

Dr Anna Baldassa (MBBS, FRACGP) – Female health, pregnancy, family medicine, sexual health, mental health, preventative health, chronic disease management, mental health.

SERVICES



GENERAL
MEDICINE



FEMALE
HEALTH



MEN'S
HEALTH



SKIN CARE AND
COSMETICS



TRAVEL
MEDICINE



SEXUAL
HEALTH



PATHOLOGY
ON SITE



MENTAL
HEALTH
CARE



FAMILY CARE
AND
IMMUNISATIONS



SHARED
MATERNITY
CARE

AFTER HOURS

DoctorDoctor provides our patients with afterhours Bulk Billing services between 6pm and 8am Monday to Friday. Available 24hrs on Saturday, Sunday and Public Holidays.

Call 13 26 60 or visit: doctordocor.com.au to book.

HOME VISITS

If you are an existing patient of the clinic and you are unable to attend an appointment at the practice, please call to arrange your GP to attend at your home. If deemed appropriate, our GPs will attend home visits within 5km of the practice.

CAR PARKING

Free 1-hour street parking is available on Bay Street, paid undercover parking is available if you enter our building via Rouse Street, charges starting from \$4 for 1 hour. Disabled parking is available on Rouse Street.

APPOINTMENTS

Bookings can be made online, or over the phone.

If you or a family member requires an interpreter during your consult, please let reception know in advance. If you know you're attending for mental health, cervical screening or multiple items, please book a long appointment.

FEES

Standard appointment (up to 15 mins)

Medicare rebate of \$42.85

- \$109 -Standard Initial Payment. \$66.15 out of pocket

Extended appointment (up to 30 mins for multiple and complex issues)

Medicare rebate \$82.90

- \$169 - Standard Initial Payment. \$86.10 out of pocket

Mental Health Care Plans & Reviews

2712/2713 Medicare rebate of \$81.70 (standard) / 2715 Medicare rebate of \$103.70 (Extended)

- \$162 -Standard Consult Initial Payment. \$80.30 out of pocket
- \$184 - Reduced Consult Initial Payment. \$80.30 out of pocket

Reduced Rate (Pensioners, Health Care Card holders and kids 16 and under)

Medicare rebate of \$42.85 (standard) / Medicare rebate of \$82.90 (Extended)

- \$89 -Standard Consult Initial Payment. \$46.15 out of pocket
- \$149 - Reduced Consult Initial Payment. \$66.10 out of pocket

Procedures (must be discussed in consultation prior to booking, for exact prices speak with reception)

IRON INFUSION:

- \$215 Out of Pocket

SKIN CHECK:

- \$215 Out of Pocket

SIMPLE: (I.e. Foreign body removal, incision, drainage)

- \$60 Out of Pocket -Standard
- \$40 Out of Pocket – Reduced

COMPLEX: (I.e. Laceration Repair, ingrown toenail removal, therapeutic venesection)

- \$120 Out of Pocket – Standard
- \$100 Out of Pocket – Reduced

CONTRACEPTION:

- IUD INSERTION \$250 Out of Pocket – Standard
- IUD REMOVAL \$80 Out of Pocket – Standard
- IUD REPLACEMENT \$300 Out of Pocket – Standard
- Implanon replacement \$250 Out of Pocket – Standard
- Termination of Pregnancy \$366.15 Out of Pocket

PLEASE NOTE:

- Phone consultations are available and can be booked online or via reception. Phone consults will be charged as per fees above.
- Appointments after 6pm weekdays and on weekends will incur a \$15 surcharge.
- Chronic Disease Care plans will be bulk billed. (Except on weekends).

Please note additional costs may be applicable; these include but are not limited to:

Consumables, Biopsy request, external pathology, external imaging and immunisations.

LATE CANCELLATIONS/NO SHOWS

If you are unable to attend your booked appointment, please cancel your appointment online, or over the phone with at least 2 hours in advance. A late cancellation/no-show fee of \$50.00 will be charged.

TELEPHONE ACCESS

- The National Relay Service is welcome to call reception on your behalf for any bookings or enquiries.
- Phone consultations can be booked via reception or online, phone consultations will be charged as per standard consultations.
- To be eligible for a medicare rebate for a phone consult, you must have been seen in person in our clinic within the last 12 months.
- To receive long phone consultations you must be registered with MyMedicare and Tailored Medical Group.
- All script and referral requests require a consultation, phone or in person.
- If you need to speak to one of our staff regarding your health, our practice nurse can speak to you on your GPs behalf and advise of any necessary action.

SCRIPTS AND REFERRAL REQUESTS

You must be an existing patient to request a repeat script or referral, this can be done by making a script/referral telehealth appointment online or over the phone.

Unfortunately for confidentiality reasons, scripts and referrals cannot be emailed.

*A reprint of an existing (non-expired) script or referral will not incur a fee if no details are changed.

MANAGING YOUR PERSONAL HEALTH INFORMATION

Your medical records are kept under the highest security, only accessible by authorised staff. When your health information is exported for further care, it is sent in an encrypted format.

For full history transfer to/from another clinic, you must sign a Medical History Request Form and if sent on disc, it is sent via registered post. This incurs a fee of \$45.

For security, medical records will not be given to patients directly, only to an external practice.

We abide by the National Privacy Principles; a copy of our privacy policy can be found on our website.

EMAIL POLICY

You have the right to access your medical information. For accessibility, TMG have the ability to email your medical documents with permission from your GP. Please be aware that emails can be hacked and therefore are not a secure method of sending and storing your sensitive information. At your next appointment, if you would like documents emailed to you, please ask for an "Email Consent Form". Please be aware we cannot send full medical history via email and your GP cannot provide medical advice via this method.

RESULTS

Your GP will advise you on how you will receive your results. You may be contacted by phone or SMS to notify you of your result, or to request that you book an appointment.

If you have not received contact within 7 days of your sample being processed, please call reception and ask to speak to the nurse regarding results.

REMINDERS

You may be contacted via SMS to notify an upcoming scheduled re-test, check, immunisation or other. We use this system to provide the highest possible care, if you do not wish to be contacted this way, please advise reception.

SMOKING POLICY

TMG has a strict no smoking policy.

YOUR RIGHTS

This Practice prides itself on quality health care. If you have any questions, concerns or complaints we would be happy to hear from you, or you can place a feedback form online or in the clinic.

Please contact the Practice Manager by phone or in writing with the details above if you are not satisfied with the service provided, call 03 9645 1367.

Alternatively, you can contact the Health Complaints Commission, Phone 1300 582 113, Level 26, 570 Bourke St, Melbourne, email: hcc@hcc.vic.gov.au.

Aboriginal and Torres Strait Island patients are welcome in our practice; please advise staff if you wish to be identified in your health record.

LGBTQI+ patients are welcome in our practice; please advise staff if you wish to be identified in your health record.