

**Somerville Medical Centre**  
**1176 Frankston - Flinders Road**  
**Somerville Victoria 3912**  
**phone (03)59776666 fax (03)59775166**

**APPOINTMENTS** Please ring (03)5977 6666 for an appointment. We endeavour to provide an appointment to suit. Appointments are allocated in 15 minute intervals. We allow half an hour appointments for a new patient for their first consultation. There is always time for longer consultations provided adequate warning is given. Urgent appointments are accommodated. Those with special needs need only indicate this to the receptionist when making an appointment. You may like to indicate to staff if you are of Aboriginal or Torres Strait Islander origin.

**AFTER HOURS** Somerville Medical Centre provides 24 hour care for our patients. Our After Hours Home Doctor service can be contacted on 137425 (13SICK). Medicentre at Frankston Hospital (03)9783 8522, or in an emergency please call 000 immediately for assistance.

**HOME VISITS** Home visits are available. If a request for a home visit is called in prior to midday, they may be completed in the lunch hour. Naturally home visits are performed at other times should they be deemed urgent.

**TELEPHONE ACCESS** GPs in the practise may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise when it is likely that the GP will return your call. In an emergency your call will always be put through to the GP.

**FEES** We are a bulk billing clinic and all consultations will be put through as bulkbill for any patient in possession of a Medicare card. Veteran's Affairs may also sign for any services. A charge will be made for after hours home visits, pensioners and health care card holders may be exempt. Charges are also raised for reports, insurance and dive medicals. Services performed by specialists, radiology and pathology providers may incur an out of pocket expense. Please enquire at reception.

**RESULTS** If you have had tests conducted for which the results will be sent to our clinic (eg. blood tests), please call our practise to be notified of your results. Please be reminded that under the Privacy Legislation we are not allowed to give out results of anyone over the age of 16 to other than the person they concern. If the GP recognises urgency in your results we will call you to arrange an appointment.

**REMINDER SYSTEM** We are committed to providing preventative health care. Your doctor will seek your permission to be part of our reminder system. We may issue you with a reminder letter from time to time offering you preventative health care services appropriate to your care. If you do not wish to be part of this system could you please let your doctor or the reception staff know.

**PRIVACY** As part of our duty of care at Somerville Medical Centre, doctors and practise staff treat all your medical and personal details as confidential in accordance with State and Commonwealth privacy act. Personal and medical information about you may be transferred to a specialist practitioner for further opinion if you agree to a referral. We can facilitate a transfer of your records to another practitioner for ongoing management should you request this. Use of non-identifying data related to your medical condition may be used for the purpose of research and quality assurance unless you advise us otherwise. Disclosure of any information about you, personal or medical, will occur with your written and signed consent.

**SMOKING POLICY** This is a non-smoking clinic

**YOUR RIGHTS** If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or use the suggestion box situated in the waiting room. We take your concerns, suggestions and complaints seriously.

**Health Services Commissioner Complaints and Information**

30th Floor 570 Bourke Street Melbourne Victoria 3000

Telephone: (03) 8601 5200 Toll Free: 1800 136 066

Fax No.: (03) 8601 5219 E-mail: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

**EMERGENCY CONTACT DETAILS** It is a requirement that the Somerville Medical Centre has emergency contact details listed on file in case of an emergency, please ensure you fill this out in your patient registration form or please ask reception to update your emergency contact details on your file.

**IDENTIFICATION** It is important all staff at the Somerville Medical Centre give the right patient the right treatment and advise, it is a requirement that all staff you are in contact with make sure you are the right patient, you will be asked 3 identifiers to make sure, these may include: gender, D.O.B, name and address.

**DISCLAIMER** This practice does not endorse any advertised services or products. Our information complies with the Australian Medical Association Code of ethics. Advertising must comply with the MBA code of conduct and advertising available at: [www.amc.org.au/about/good-medical-practice/](http://www.amc.org.au/about/good-medical-practice/)