

Consultations - The doctors in this practice take appointments. These can be made by telephone, in person with the receptionist or online www.diggersrestmedical.com.au / HealthEngine.

If you have a medical emergency, please alert the staff who will arrange for a doctor to see you promptly. Otherwise, our consultations are generally 10 minutes, but if you have several problems, a special medical report, pre-employment or insurance examination or a procedure, please assist by speaking to reception to make an extended appointment or book accordingly on Health Engine. If you do not have an appointment, you will understand if you have to wait a substantial time to see the doctor. People with appointments will be seen first.

Referrals - referrals to specialists, pathology, radiology, etc. may incur out-of-pocket" expenses. Enquire with the relevant company when making your appointment if there are any extra costs.

Due to legislation, you must be assessed before seeing a specialist – therefore an appointment needs to be made.

Allied Health

Amplifon – Hearing tests
Dietician – Appetite for Nutrition
Myotherapy – Daniel McKay
Osteopathy – “Gee” Goabaone Molelekwa
Podiatry – Mark Albert
Physiotherapy – Shu Mei Cheong
Psychology – Cassandra Dean

Please speak to your doctor or enquire with reception regarding appointments, costs and so on.

Onsite Pathology – 4Cyte Pathology.

For your convenience all blood tests and other forms of pathology can be collected:
Monday to Friday 8.30am-12.00pm
Saturday 9.00am – 12.00 pm.

Smoking – for your own health and that of others, smoking is not permitted either in the clinic or within the surgery boundaries.

Special needs – there is a specified toilet & parking along with a ramp for easier access

Holidays – in a sense we all have four lives to lead (work, family, social and personal). We follow our own advice to achieve a balance between the demands placed on us. Whenever a particular doctor is unavailable another will maintain the continuity of care.

Health Information – access to private information collected is subject to State & Federal privacy legislation. All data is used strictly as per our privacy policy, which is available by request. Please ask your doctor for further information. “Your medical record is a Confidential Document”. 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 authorized members of staff.

It is the role of this clinic to provide a caring environment that is safe, welcoming and peaceful for all patients. We respect the rights of individuals, and will attempt at all times to treat patients promptly, courteously, and respectful of individual patient needs. We request that patient in turn, treat staff and other patient with respect, refraining from shouting, swearing or engaging in other inappropriate behaviour which may cause harm or distress to themselves or others

Patient’s Rights – You have the right to make informed decisions about your healthcare. You have the right to seek a second opinion from another doctor. Your doctor must fully explain your medical issue and treatment options so that when you make a treatment decision, you can give your 'informed consent'.



2 Farm Road, Diggers Rest, VIC 3427

Tel: 03 9012 7301

Fax: 03 9005 1067

www.diggersrestmedical.com.au

ARGUS: 706708@argus.net.au

Email: reception@diggersrestmedical.com.au

Our Doctors:

Dr Elijah Botros

Dr Asif Mahmud

Dr Duminda Hewage

Clinic Hours

Monday to Friday – 8.00 am – 6.00pm

Saturday – 9.00 am – 3.00 pm

Sunday and Public Holidays – CLOSED

After Hours

National Home Doctor Service, In home.

Out of hours. Bulk Billed

TEL: 13SICK (137425)

Practice Website:

where you can access practice information including services available.

<https://diggersrestmedical.com.au>

Practice/Clinical Staff - all staff hold a current first aid certificate in CPR and regularly undergo refresher training in sterilisation, specimen handling, Immunisations and other areas of General Practice.

COVID Information

Anyone with a sore throat, cough, runny nose, fever or shortness of breath, must NOT have face to face appointment unless they have had a NEGATIVE COVID TEST since symptom onset and email to us their negative result before appointment. If no negative RAT or swab done, please book for telehealth consultation (please call reception for eligibility). MASKS to be worn in the clinic and sanitise your hands upon entry.

Urgent Medical Attention

If experiencing any of the following:

- Chest pain and/or difficulty breathing
- Collapse/altered consciousness
- Facial/limb weakness
- Bleeding (persistent or heavy)

Please see reception staff immediately

Practice Fees

Diggers Rest Medical Centre is a mixed-billing practice.

Consultations & procedures are privately billed & payment is required at the time of service. Children under 12 months of age, Veteran Affairs & current regular patients will be exempt and bulk billed.

When making an appointment, please enquire with reception staff as to the fees payable. Longer consultations will be charged at a higher fee, with a higher Medicare rebate available.

If you are experiencing financial hardship, please discuss this with your treating doctor.

Non-Attendance Fee \$30.00 – applies to patients who book and do not attend an appointment. To avoid this please reschedule beforehand by calling the clinic or changing your appointment online through HealthEngine.

New Workcover Claims

A fee is applicable for new Workcover visits. This is payable on the day of consultation. Please speak to reception staff regarding fee or check our billing policy located at reception or the Diggers Rest Medical Centre website.

Services Provided

- Ankle-brachial index (ABI)
- Check-ups
- Chronic Disease Management
- Cryotherapy (liquid nitrogen) of warts & skin lesions
- Dental Services
- Diabetes Care
- Dietary Care
- Family Health Care
- General medical consultations
- Immunisations
- Iron Infusions
- Mental Health (Adults & Children)
- Pathology Services
- Physiotherapy
- Podiatry
- Psychology and Counselling
- Women's Health – cervical screening, pregnancy tests

Home Visits – Home visits are available to our regular patients who live in the local area. After hours calls will be made by our Locum Service.

Reminder System – this practice is committed to preventative care. You may be sent a reminder notice via SMS/letter from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let us know.

Communication/Telephone Calls – as you can appreciate, while the doctor is consulting with a patient, they are unable to take a call. You will need to inform the receptionist of the nature of the enquiry and she will then speak to the doctor and take the appropriate action. We will interrupt consultation if the matter is urgent.

Communication Services – patients who require support systems for communication, such as AUSLAN, please let reception know when making appointment.

Prescriptions – an appointment will need to be made for you to see your doctor to avoid error and confusion with medications.

Test Results – it is the policy of the practice that all patients are informed about significantly abnormal results but we do not routinely inform you about normal test results. We encourage all patients to share responsibility for their health by following up on all results. Any system can have mistakes so we strongly advise you to make arrangements to come back and see your doctor in one week, unless the doctor has asked you to return sooner. It is essential that we have current contact details on our system, so do not forget to inform us if you have a change of address or telephone number.

Car Parking – we have a large dedicated parking area

Suggestions and Complaints – if you have any suggestions as to possible improvements to the clinic or the service, we are keen to hear from you. There is a suggestion box located at reception. Feel free to fill out a form, any responses are treated in confidence. From time to time we invite our patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential. Your input will help us to improve our services.

Any comments (positive or negative) or administrative complaints can be discussed with the Practice Manager. Medical complaints can be made to the doctor or if you feel you require an external avenue, you can contact: Health Services Commission
Level 26, 570 Bourke Street, Melbourne.
hcc.vic.gov.au / 1300 582 113 for unresolved [complaints](#)