

**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](http://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.

**Walk Ins** - if you do not have an appointment, you will understand if you must wait a substantial time to see the doctor. People with appointments will be seen first unless the matter is urgent.

**Referrals** - The doctor may refer you to a specialist or to have tests done. Please be advised that you may incur "out of pocket" expenses. Enquire with the appropriate specialist, pathology, etc. when making your appointment or having tests done.

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

### **Allied Health**

Dietician – Appetite for Nutrition  
Osteopathy – "Gee" Goabaone Molelekwa  
Physiotherapy - Richika Sood  
Podiatry –Pierre Albert  
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 8.00am-12.00pm  
Saturday 9.00am – 12.00 pm.  
Telephone: 0466 949 456

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

**Continuation of Care** –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 always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. All computers are password protected and backed up daily

Privacy Policy is available on request from reception or on our website.

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  
Tel: 03 9012 7301 Fax: 03 9005 1067  
[www.diggersrestmedical.com.au](http://www.diggersrestmedical.com.au)  
email: [reception@diggersrestmedical.com.au](mailto:reception@diggersrestmedical.com.au)

### **Our Doctors:**

**Dr Elijah Botros**

**Dr Natalie Mendis**

**Dr Mamdouh Melaik**

### **Clinic Hours**

Monday to Friday 8.00 am – 6.00pm

Saturday 9.00 am – 2.00 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** – Our Doctors are experienced and have extensive training in different aspects of general practice. 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 /Flu Information

Notify reception if you have any respiratory symptoms.  
MASKS to be worn in the clinic if you have any symptoms 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

Consultations & procedures are privately billed & payment is required at the time of service.

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.

Bulk billing will be available to eligible patients, details on our website or please speak to reception.

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

Billing policy can be found on our website or speak to reception to obtain a copy.

A Non-Attendance Fee – 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 at least 4 hours before the appointment.

Workcover & TAC Claims – applies to existing patients.

A fee is applicable for Workcover visits. This is payable on the day of consultation. Please speak to reception staff regarding fees, check our billing policy located at reception and which doctors are seeing new Work Cover/TAC patients.

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 - National Home Doctor Service Tel: 137425

### Services Provided

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

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.

Electronic - include email, fax and SMS.

Communication with patients via electronic means is conducted with appropriate regard to privacy.

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

Our communication policy can be found on our website or speak to reception.

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](http://hcc.vic.gov.au) / 1300 582 113 for unresolved complaints