

Elevate Medical Profile

E L E V A T E
M E D I C A L

The team at Elevate Medical aim to make all patients feel welcome whilst providing high-quality professional medical care in a friendly environment.

Elevate Medical

305 Warrigal Road, Burwood 3125

Phone: (03) 8353 8283 Fax: (03) 9087 4311

Website: elevatemedical.com.au

Operating Hours

Monday to Friday: 9:00 AM to 5:00 PM

After Hours and Emergencies

For emergencies telephone 000 or contact the nearest emergency department at Monash Medical Centre Emergency Department on 9594 6666.

Practice Services

This practice provides comprehensive primary medical care for patients of all ages. From immunisation or the management of acute paediatric illnesses to the care of the aged. We aspire to provide quality, evidence-based medical care. This practice aims to care for "the whole person" and we trust that the service provided clearly reflects that.

Our services include:

Antenatal Care (Shared Care)	Men's Health
Childhood Immunisations	Minor Surgery
Dermatology	Paediatrics
Diabetes Management	Post Natal Issues
Family Medicine	Preventative Medicine
Family Planning	Public Health
GP Counselling	Skin Cancer checks/Mole scanning
Health Education	Sports Medicine
Indigenous Health	Travel medicine and vaccinations
Influenza Vaccination	Tropical Medicine
Infertility	>75 Health Assessments
Medical Centre Onsite Nursing	Women's Health

Medical Centre Pathology Service

On-site Monday, Wednesday, and Friday morning.

Appointments

Appointments are required to ensure that you are able to see your preferred doctor at a time that is convenient to you. Every effort is made to give you your preferred time and doctor. Consultations are 15 minutes. Longer consultations are 30 minutes and are available if required. Phone (03) 8353 8283 or book online via our website elevatemedical.com.au.

A standard 15-minute appointment is needed for normal consultations.

A long appointment (30 minutes) is to be booked for the following:

Male Health Check

Initial Skin Cancer Check

Multiple health problems

Surgical procedures

Travel advice

Or if you think you may require more than the standard 15-minute appointment.

A reminder SMS will be sent to your mobile phone advising of your appointment the night before your appointment.

Urgent Medical Problems

The doctor on-site will always deal with urgent medical problems promptly.

In the case of medical emergencies, you may phone the practice first and we can advise you on the best course of action.

Home, Nursing Home, Hospital Visits

Nursing home visits or urgent home visits within normal opening hours can be discussed with the doctors please call (03) 8353 8283 or email admin@elevatemedical.com.au

For emergencies telephone 000 or contact the nearest emergency department at Monash Medical Centre Emergency Department on 9594 6666.

Management of your Personal Health Data

All medical records are computerised and confidential. It is the policy of Elevate Medical to ensure that the security of all personal health information is maintained at all times. Authority is only available to authorised members of staff. Your personal health information and your medical record may be collected, used and disclosed for the following reasons:

- For communicating relevant information with other treating doctors, specialists, or allied health professionals
- For follow-up reminder/recall notices
- Accounting / Medicare / Health Insurance problems
- Quality Assurance Activities such as Accreditation
- For disease notification as required by law (e.g. infectious diseases)
- For use by all doctors in this practice when consulting with you
- For legal-related disclosure as required by a court of law (e.g. subpoena, court order, suspected child abuse)
- For research purposes (de-identified, meaning you are not able to be identified from the information given)

If you have any concerns or wish to restrict access to your personal health information, please discuss these with your doctor or receptionist. A copy of our Privacy and Information Collection Policy is available on our website or from reception. Please inform our receptionist if your personal information changes.

Legally if a child is 16 years of age or older, their details cannot be disclosed to a parent without the patient's consent, which should be recorded in the clinical notes.

Recalls and Reminders

This practice uses a “Recall and Reminder” system to provide care to patients.

This will assist in ensuring that important health checks are not forgotten and are performed on time. You will be reminded when it is time to visit your doctor for a check-up or as a follow-up to health risks that have previously been found. The reminder system will include check-ups to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure, high cholesterol and forms of cancer and immunisation follow-up.

In some cases, reminders can also be sent from other places e.g. The Government PAP Test Register.

Our doctors follow the guidelines for preventative care as outlined in the Royal Australian College of General Practitioners’ Guidelines for Preventative Activities in General Practice.

Even when you agree to be included in the “Recall and Reminder” system, in the interest of good health care, it is advisable that you remember when you should be tested for certain conditions.

Please discuss with your doctor any concerns you may have or advise your doctor if you do not wish to participate in this “Recall and Reminder” system.

Ringling Your Doctor

If you need to discuss something with your doctor, please book an appointment to do so. In certain circumstances, you can leave a short message for your doctor via reception. If you are unsure whether you should book an appointment, please discuss this with our reception staff who can assist you.

Consultation Fees

Consultations are charged depending on a number of factors including length, the complexities of the problem and the issues

involved. The costs of the consultation can be discussed with the doctor involved.

Payment at the time of consultation is preferred otherwise an additional \$15 is charged.

If you have any queries about our fees, please speak to your doctor or our admin team.

The Fees below are the out-of-pocket amounts after the Medicare Rebate is applied.

	FEE
Standard consultation <15 minutes	\$ 50
Long consultation <30 minutes	\$ 100
Standard Cancellation Fee – if notified within 2 hours of an appointment	\$ 90

(Note: an accounting fee of \$15 will be added to accounts not paid on the day.)

(Correct at time of printing, please check with Reception staff)

Facility fee

Please note that in order to provide adequate staff and equipment in our Treatment Room, **a facility fee will be charged for all procedures.** The charge will vary according to the complexity of the procedure and there is no Medicare rebate for this fee. **This fee is additional to any fees for medical dressings or medical supplies used.** For further details, please speak to your doctor or nurse.

Approximate out of pocket Expenses for Tests

There are variable out-of-pocket costs for diagnostic tests and specialist visits. Guidelines for these expenses can be provided by your doctor.

Test Results

Patients are responsible for following up their results.

Legally if a child is 16 years of age or older, results cannot be disclosed to a parent without the patient's consent which should be recorded in the clinical notes.

You are encouraged to make a review appointment to discuss your results with your doctor.

Results are available 3 days after having the test.

If agreed by your doctor results may be advised by SMS.

Patient Consideration

Elevate Medical is a progressive hub of medical services, providing exceptional primary care and engaging you in proactive health solutions. Welcome to the community-focused family medical practice in Burwood.

The Burwood-based practice is a family-friendly environment, thoughtfully designed to promote a sense of calm. This safe and welcoming atmosphere extends to our judgement-free treatment rooms, where we want you to feel comfortable talking with a supportive GP. The doctors have the latest medical knowledge and take the time to talk you through your options. We want you to feel empowered with the information you need to make the best healthcare decisions for you.

We are a patient-centred General Practice. The partnership you form with your GP is critical to you having the best available health care. It is important therefore that you are confident to discuss any issues that may have an impact on our service. Patient feedback is an important aspect of the Practice operation, and we take your suggestions and concerns seriously. You are welcome to write down any suggestions and place them in our suggestion box located in each of the waiting rooms. If you do have a concern, please speak to our admin team, Managing Partner - Dr Peter Cheng or your doctor.

If you still have any problems with our health service or concerns about your privacy and if you want to follow an external avenue you may contact the Health Complaints Commissioner, Ph. 1300 582 113, email hcc@hcc.vic.gov.au.

Smoking Policy

In the interests of your health and that of fellow patients and our staff, smoking is prohibited on our premises. We can refer you to services to help you quit smoking.

Translating Service

A translating service is available. If you require this service, please advise our reception staff. We use TIS National (translating and interpreter service) which we are happy to book on your behalf. For our hearing-impaired patients, we use NABS (National Auslan Booking Service) and once again our reception staff are happy to book this on your behalf.

In Conclusion

The doctors and staff welcome you to our practice and look forward to a long and healthy relationship with you. If you require any further information our friendly reception staff are willing to help in any way.

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