



**COLLINS STREET MEDICAL CENTRE**  
LEVEL 7 / 267 COLLINS STREET  
MELBOURNE. VIC. 3000.

Mon - Fri 8:00am - 5:00pm

t: 03 9654 6088

f: 03 9654 7028

[collinsstmedicalcentre.com.au](http://collinsstmedicalcentre.com.au)



#### CANCELLATION POLICY.

If you are unable to attend for a scheduled appointment, please contact us to cancel or change your appointment time. A fee\* (\$30 — \$50) will be charged for failure to attend or cancellation at short notice. This fee is to ensure valuable appointment times are not wasted and we can maximise GP availability and access for our patients.

*n.b. \* This fee is not Medicare rebatable.*

#### WEBSITE.

Our professional website has been designed to provide valuable education resources and relevant information for our patients.

As we continue to add new on-line services in response to our patient's requests we encourage you to visit the site at [www.collinsstmedicalcentre.com.au](http://www.collinsstmedicalcentre.com.au).

#### GENERAL PRACTITIONERS.

**Dr. Fiona Broderick.** M.B.B.S. (Melb), F.R.A.C.G.P.

Fiona is the Principal of the Practice. She is a Melbourne University Graduate and a Fellow of the Royal Australian College of General Practitioners (FRACGP). Special interests are Women's Health, Shared Antenatal Care, Family Planning, Preventative and Travel Medicine.

**Dr Simon Andrade.** M.B.B.S. (London), F.R.A.C.G.P.

Simon is a London University Graduate and a FRACGP. Special interests are Men's Health, Travel Medicine, Skin Checks, Minor Surgery, Diving & Aviation Medicals and Anti-wrinkle Injections.

**Dr Erroleen Fung.** M.B.B.S. (Monash), F.R.A.C.G.P.

Erroleen is a Graduate of Monash University and a FRACGP. Special interests are Women's Health, Family Planning, Mental Health, Paediatrics and Sporting Injuries.

**Dr Rebecca Goodman.** M.B.B.S. (Syd), F.R.A.C.G.P.

Rebecca is a Graduate of University of Sydney, a FRACGP, with a Diploma of Child Health. Special interests are Women's Health, Family Planning & Fertility, Travel, Children and Preventative Medicine.

**Dr Manjit Kala.** M.B.B.S. (London)

Manjit is a London University Graduate. Special interests are Women's Health, Shared Antenatal Care, Mental Health, Paediatrics, Anti-wrinkle injections and Skin & Mole Checks

**Dr Andrea Lung.** M.B.B.S. (Melb), F.R.A.C.G.P., CSCT, R.A.C.O.G.

Andrea is a Graduate of Melbourne University and a FRACGP. Special interests are Women's Health, Shared Antenatal Care, Fertility, Paediatrics and Minor Procedures including Implanon insertion and removal.

**Dr Amanda Nutting.** M.B.B.S. (Monash), F.R.A.C.G.P., Dip R.A.N.Z.C.O.G.

Amanda is a Graduate of Monash University, FRACGP with a Diploma in Obstetrics & Gynaecology. Special interests are Women's Health, Family Planning, Shared Antenatal Care and Preventative Medicine.

**Dr Coniela Sgroi.** M.B.B.S. (Monash), F.R.A.C.G.P., Dip R.A.N.Z.C.O.G.

Coniela is a Graduate of Monash University, a FRACGP with a Diploma of Obstetrics & Gynaecology. Special interests are Women's Health, Shared Ante Natal Care and minor procedures including Implanon insertion and removal.

**Dr Aiko (Tiarni) Tomita.** M.B.B.S. (Newcastle), F.R.A.C.G.P., PhD

Tiarni is a Graduate of University of Newcastle, a FRACGP and holds a PhD in Medicine. Special interests are Mental Health, Sexual Health, Family Planning and minor procedures including Implanon insertion and removal.

#### AFTER HOURS CARE.

After hours medical care and home visits are provided by our accredited locum service, the "Home Doctor Service" and their contact number is 13 74 25. (13 SICK)

They provide written feedback to your GP the next day if a home visit occurs. A private consultation fee applies to utilise this service and a rebate may be claimed from Medicare Australia.

IN THE CASE OF AN EMERGENCY, PATIENTS SHOULD DIAL 000 FOR AN AMBULANCE OR ATTEND THEIR LOCAL PUBLIC HOSPITAL CASUALTY DEPARTMENT.

Patients with private Health Cover can access the 24 hours Emergency Department at the Epworth Hospital on (03) 9426 6324, or the Cabrini Health Emergency Department on (03) 9508 1500. *Please note that out-of-pocket fees will apply.*

#### PATIENT FEEDBACK.

Our practice encourages patients to give feedback to the Doctors, Practice Nurses, Reception staff and Practice Manager. Your feedback enables us to improve or change our services if required. As part of our Accreditation we obtain a minimum of 200 surveys which asks for extensive feedback on all aspects of our Practice; from these surveys we have made changes such as on-line results, on-line appointments, Swift Clinic and modified patient registration.

#### COMPLAINTS.

If you have a problem we would like to discuss it. Feel free to talk to your GP, our Practice Manager or the Practice Principal - Dr Fiona Broderick. If you would prefer, you may put your complaint in writing: we take your concerns, suggestions and complaints seriously.

If we are unable to resolve the issue/s you raise please contact: -

Health Services Commissioner  
30<sup>th</sup> Floor, 570 Bourke Street.  
Melbourne. 3000.

ph: 8601 5200 fax: 8601 5219  
Toll free: 1800 136 066 or [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)



## PRACTICE INFORMATION



AGPAL  
ACCREDITED  
GENERAL  
PRACTICE



QUALITY & INNOVATION IN HEALTHCARE

## COLLINS STREET MEDICAL CENTRE

is an award winning private City Practice. Dr Fiona Broderick is the Practice Principal and has owned the practice since 1996. It is an Accredited General Practice and received the 2007 Practice Excellence Award and the 2010 Quality & Innovation Award.



Our experienced Vocationally Registered General Practitioners (GPs) provide the highest level of personalised and comprehensive care to our patients. They are assisted by our skilled Practice Nurses who enhance patient care and our experienced Reception team. All staff participate in regular professional development and training.

Our Practice manager, Brett McPherson has more than 25 years experience in health practice management; He is a past National President of the Australian Association of Practice Management, a representative on a number of National Health advisory groups and 2014 Improvement Foundation—Innovation Award recipient.

We are located in purpose built rooms on the on the 7th Floor of 267 Collins Street and continue to embrace innovation to improve our services for our patients.

We continue to pursue excellence and our mission and vision is "Quality and Innovation in Healthcare".

**We are an Accredited Yellow Fever Vaccination Centre.**

## PRACTICE NURSES.

Our Practice Nurses assist our GPs in many aspects of patient care such as seeing new patients to obtain valuable patient information, providing immunisations, health prevention, care plans, wound care, attending to patient's clinical queries and triaging emergency patients. Fees may apply for particular Nurse Services.

All New Patients spend time with one of our practice nurses to ensure we record your health information and understand your specific health needs.

## OUR SERVICES.

- Swift Solutions Clinic for simple same day health needs including repeat scripts and ongoing referrals
- Women's health including pap smears, breast checks and family planning
- Men's health
- Children's health including vaccinations
- Pre pregnancy counselling and shared antenatal care
- Preventative health care and health promotion
- Mental health care
- Vaccinations: child, adult and travel
- Nationally accredited Yellow Fever Vaccination Centre.
- Chronic disease management including diabetes
- Weight preventative care and nutritional advice
- Dermatoscopy and skin cancer checks
- Minor surgery
- Smoking cessation advice
- Diving and Aviation medicals
- Sports medicine
- Anti wrinkle injections
- Onsite corporate flu vaccinations
- Onsite Psychologists
- Onsite Pathology services

## APPOINTMENTS.

For our regular patients, appointments can be booked online; using either our website or Appointment phone app.

Consultations are by appointment only but emergency cases will be dealt with promptly. Please advise our staff if you feel you need urgent medical attention. It is helpful if you can advise Reception if you require a Standard or Longer appointment such as Women's Health, Shared Antenatal Care or Travel Medicine.

You will receive an SMS reminder on the day prior to your appointment, unless you have advised us otherwise.

## TELEPHONE CONTACT.

Our Practice Nurses are available to receive patient calls / queries and liaise with the Doctor. Our Doctors are not interrupted when consulting, unless for emergencies including Specialist calls.

Doctors are available during non consulting times to receive or return urgent telephone calls or to make calls to follow up individual patients. However, consultations cannot take place over the phone so you may need a follow-up consultation with your GP.

Our staff are available to make bookings and to assist you as required but will refer your calls to our Practice Nurse if of a clinical nature.

## PRESCRIPTIONS & REFERRALS.

We encourage patients to ask their GP for continuing scripts and for referrals during consultation time ( and not to lose these scripts or referrals). Requests outside of consultations will incur a \$30.00 fee. Please allow 48 hours (2 working days) to action any such request. Our regular patients can request prescriptions via our website.

We also have the daily Swift Solutions Clinic to deal with repeat or lost scripts or ongoing referrals which incurs an out of pocket fee.

## YOUR RESULTS.

Your GP will advise when they expect your results to be available. We provide individual and secure access to most of your normal test results using DCP, our Online Web-Based Results facility which your GP will discuss during your consultation. You can print these results with your GP comments for future reference. For results that cannot be made available in this way, or for those people not wishing to use this online facility results will be posted if normal.

In the event of a clinically significant result, you will be contacted to make an urgent or non urgent follow up with your GP. If you have tests with other GPs, Specialists or Hospital please ask them to copy your GP in on the results.

## BILLING.

We are a private billing practice and fees are payable at the time of consultation. A rebate may be claimed from Medicare Australia by patients who are eligible and registered. Appointments are either Swift \*, Standard, Long or Extended. \* *subject to suitability & availability.*

The fees below are indicative of fees billed by doctors in the practice and patients should be aware that individual doctors may bill at different rates. Charges will vary depending on the length of time you spend with the doctor and the complexity of your medical condition.

### Indicative Consultation Fees. ( Jan 2016 )

**Swift :** \$ 35 - \$ 52    **Standard :** \$ 90 - \$100

**Long :** \$150 - \$175    **Extended:** \$210 - \$255

- The cost of procedures varies with the type of procedure and its complexity; please ensure you enquire about any costs prior to the procedure.
- Medical consumables used as part of your treatment may attract a separate fee.
- Travel vaccines will incur an additional fee.

A more comprehensive list of fees is displayed in our waiting room and on our website. Please ask our reception staff if you have any queries about fees that are not addressed by the information displayed.

We accept Cash, EFTPOS, Visa, MasterCard and American Express. ( *Credit card telephone payments accepted.* ). We have Ezyclaim that allows for immediate payment of your medicare rebate into your debit account.

## PRIVACY POLICY.

Our practice has a Privacy Policy leaflet which aims to explain clearly how personal information about you and your health is recorded and managed in this practice. Your doctor will be happy to discuss this with you, and a copy is available at reception or on our website.