

## Appointments

Appointments are scheduled at 15-minute intervals. **If you feel you may need extra time** with the doctor (more than 10-15 minutes), or if more than one person needs to see the doctor, please advise reception when making your appointment. If you are unable to attend or know you are going to be late, please notify reception so that necessary adjustments can be made.

Although every effort is made to see patients on time, it is not always possible due to unforeseen circumstances, for example, a patient may have presented with an urgent medical problem such as an acute asthmatic attack. If the doctor is unavoidably delayed, every endeavour will be made to notify patients of this to reschedule times if possible.

Home visits are available at the doctor's discretion.

## Fees

If you are under 16 years of age, have a current Health Care Card, Pensioner Card, Commonwealth Seniors Health Card or a DVA card holder, you will be bulk billed. Please ensure you bring your Medicare and any of these cards to each attendance. All other patients that do not have any of the above cards will be charged a \$20 co-payment on top of the Medicare rebate. If you are unable to produce your Medicare card, you may be charged a fee, which must be paid on the same day.

Services that are **not covered by Medicare** include:

Drivers Licence Renewal  
Workers Compensation Claims (work related injuries)  
TAC  
Insurance Medical Reports  
Pre-employment Medical Reports  
Visitors from overseas without reciprocal Medicare arrangements

Please let the reception staff know if your appointment relates to services not covered by Medicare or the Department of Veterans' Affairs, who will advise you of any administrative procedures and fees applicable.

## Patient Information

### (Freedom of Information)

If you require information relating to any of your health care with Omeo Medical Centre, you can request this through Omeo District Health's Freedom Of Information Officer (CEO/DON). Please ask the receptionist for a request form. There is a fee for requesting the information. The receptionist will inform you of these costs.

**Complaints**-A complaints form may be filled out & is available at Omeo District Health reception.

Or you can call Health Complaints Commissioner on **1300 582 113**



## Omeo Medical Centre

### Range of medical services includes:

Complete family medical care  
Pathology  
Immunisation  
Diabetic Assessments  
Chronic disease management  
Health Assessments

# OME MEDICAL CENTRE

**12 EASTON STREET, OMEO, 3898**

**Telephone: 5159 0140 (24 hours)**

**Fax: 51591594**

**email: omeo.medical@omeohs.com.au**  
**Blood Collection**

---

Monday	9.00am-12.00pm	2.00pm-5.30pm
Wednesday	9.00am-12.00pm	2.00pm-5.30pm
Thursday	9.00am-12.00pm	
Friday	9.00am-12.00pm	

### Swifts Creek Bush Nursing Centre MCMILLAN AVE, SWIFTS CREEK, 3896

Monday	8.00am-9.00am
Wednesday	8.00am-9.00am
Thursday	7.00am-9.00am

**Telephone: 5159 4210 Fax: 51594576**

**Ensay Community Health Centre**  
**GREAT ALPINE RD, ENSAY, 3895**  
**Telephone: 5157 3215 Fax: 51573215**

---

Tuesday	1.30pm-4.30pm
Thursday	2.00pm-4.30pm

### After Hours and Weekends

The Omeo Medical Centre provides 24-hour cover after hours and on weekends. An appropriate message is left on the clinic answering machine at the end of each session,

---

Tuesday	9.30am-12.00pm
---------	----------------

advising those in need of after hours care to **contact Omeo District Health on 5159 0100**. Hospital staff will then contact the doctor as necessary.

## Omeo Medical Centre

***This practice is committed to providing a high standard of health care to all individuals, families and visitors to the Omeo district.***

Omeo Medical Centre is administered by Omeo District Health. A roster of General Practitioners work part-time to provide full time medical cover.

There may be times when the Doctor is unavailable during normal surgery hours. Such arrangements will be made with minimal disruption to surgery whenever possible and notification of times away will be posted at the surgery and in the Omeo News Sheet, as far in advance as possible. Hospital staff will have phone contact with the Doctor as necessary and the duty doctors in Bairnsdale will be notified of the doctors movements.

### Support staff

#### Chronic Care/Practice Nurse

**Annie Kissane** is a Division 2 Registered Nurse. She is available for Blood/Pathology Collection Monday (8-9am) Wednesday (8-9am) & Thursday (7-9am) at the Omeo Medical Centre. Annie is also available for diabetic assessments, and healthcare assessments. Her role as chronic disease management relates to all those patients with a chronic disease (Arthritis, Diabetes, Heart Disease, Asthma, etc). If you have a Chronic Disease, get in touch with Annie so that together you can formulate a plan to better manage your health.

#### Practice Manager/Receptionist

**Tracey Ah Sam**- Practice Manager/Receptionist  
**Tarina Pendergast & Duncan Fitzgerald** Casual Receptionist

### Emergency care

We have a fulltime Paramedic & volunteer ambulance service on call 24 hours a day and, if necessary, the doctor will accompany ambulance staff on an emergency call. The hospital has a well-equipped casualty department. The doctor is trained in radiology and limb and chest X-rays can be performed there.

## Confidentiality

All patient consultations and medical records are kept strictly confidential.

### Ancillary services

The Bush Nursing Centre at Swifts Creek and the Community Health Centre at Ensay operate each day. Staff there are in contact with the doctor as necessary.

District Nursing Services, Physiotherapy, Counselling, Occupational Therapy and Maternal and Child Health services are all available. Please contact the Omeo District Hospital on 51590100 for further information.

### Blood tests and pathology specimens

Blood/Pathology Collection is available Monday (8-9am), Wednesday (8-9am) & Thursday (7-9am).

It is asked that patients make appointments for Blood/Pathology collection with the receptionist. This allows the collector to prepare for required test collection.

**Remember** these specimens need to be on the bus to Bairnsdale by 9.15am.

Results of X-rays, blood tests or any other pathology tests are NOT given over the telephone for reasons of confidentiality. You may ring to check if your results are back and make an appointment with the doctor who ordered the test for the results.

### Vaccinations

Vaccinations are administered at appointments. All routine child immunisation vaccines are on hand at the surgery but some vaccines do require a script.

### Students

We have 3rd year Medical Students placed at the Medical Centre to gain their clinical experience. There will be a notice of in the waiting room on display on the day they are in attendance. Patients are under no obligation to have the student present during their consultation. Please inform the receptionist if you would prefer NOT to have a student in attendance at your visit to the doctor.

## Home Visits

Should a serious illness prevent you from attending the surgery, we will attend you at your home. Please let us know as early as possible. Remember a house call takes us more time than a surgery consultation.

### Telephoning the doctor

You may speak to the doctor on the phone, but unless the matter is urgent, he/she may not take the call during a consultation. You may be asked for your name and number so that the doctor can ring you back as soon as conveniently possible.

### Recalls/Reminders & Abnormal Results

The Medical Centre has an established recall and reminder system, review of ongoing medical conditions such as Diabetes and Chronic conditions. Please inform your doctor if you DO NOT wish to take advantage of this service. If you have had any recent investigations and the tests have come back abnormal, the Medical Centre will contact you to ask you make an appointment to see the Doctor to discuss these results, however it is still good practice to ask the Doctor at your next routine appointment for these results.

### Repeat prescriptions

Prescriptions for medicines taken regularly cannot normally be obtained without seeing the doctor. Prescriptions for ongoing treatment last for four to six months, **so when you are using your last repeat**, please arrange for an appointment to see the GP to get yourself a new script. No phone calls requesting a script without seeing the GP will be issued.

