



# ASPIRE

## MEDICAL AND SKIN

### — CENTRE —

Shop 7, 1 Sanctuary Road, Hillside, VIC 3037



Phone: 03 8390 9500 Fax: 8390 7288 Website: [aspiremed.com.au](http://aspiremed.com.au)

## Practice Information Sheet

*WE ARE A BULK BILLING GENERAL PRACTICE*

### Aspire Medical and Skin Centre

**Dr Robin Singh:** General Practitioner, MD, FRACGP, FRNZCGP, Certificate in Primary Care Skin Cancer Medicine and Dermoscopy Department

### IN HOUSE ALLIED HEALTH PROFESSIONALS

**Amar Sran** Physiotherapy  
**Tristan G Fairbairn** Podiatrist

**Registered Nurses:** **Samandeep Kaur (Maternity Leave)**  
**Arashdeep Kaur**  
**Parwinder Sandhu**

**Practice Manager:** Amandeep Sandhu  
**RECEPTIONISTS:** **Sue Sohi**  
**Sabrina Schubert**

**Practice Managers:** Amandeep Sandhu

PRACTICE HOURS	
Monday to Friday	9:00 am to 6:00pm
Saturday	10:00 am to 3:00pm
Sunday	CLOSED
& Public Holidays	11:00am to 2 pm

ASPIRE MEDICAL AND SKIN CENTRE IS committed to comprehensive general practice care to all individuals and families in this community.

**APPOINTMENTS** - Consultation is by appointment and walk -ins. Patients with presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please "check-in" with reception on your arrival to avoid an unnecessary delay in the waiting room. Please cancel appointments prior to the allocated time.

Every effort is made to keep to appointment times but this is difficult due to emergencies, walk-in patients or unexpected longer consultations. To help us schedule appropriately, please tell our receptionists if your consultation is likely to be long (e.g. insurance

medicals, postnatal checks, pap smears, counselling, excisions and if more than one member of the family is to be seen.

**ONLINE APPOINTMENTS:** Visit our website [aspiremed.com.au](http://aspiremed.com.au) and book your next appointment online! We are also starting to develop some great patient resources – so keep an eye on the website.

**CONTINUITY OF CARE AND DOCTOR OF YOUR CHOICE.** We endeavour to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account.

**WAITING TIME** - We have several measures to assist in streamlining the waiting room and improving patient flow in our Medical Centre. Please advise the type of appointment you need when booking, or if the Doctor or Nurse has advised you about getting something done at your next appointment. Please remind reception on arrival.

**STERILISATION** – We only use disposable equipment to ensure patients safety.

**HOME VISITS** - We do provide house calls for patients of this practice when necessary. There is a \$300 out of pocket fee on top of Medicare rebates for home visits. It is usually better if you are able to attend the surgery as this is better equipped for examination and treatment.

**AFTER HOURS** – If you require medical attention afterhours please ring the surgery number. **For emergencies ring 000 or attend the closest hospital to you.**

**TELEPHONE CALLS** - Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse can help determine urgency. Most problems are best dealt with in a consultation.

**PROCEDURES** - The doctors can perform many minor surgical procedures if required (e.g. removal of moles or skin lesions, treatment of simple fractures). Cryotherapy (for skin cancers and warts etc.), nebuliser, pap smears and resuscitation equipment are available. A longer appointment time may be required for some procedures so please inform the receptionist.

**INVESTIGATIONS-** The doctors in the practice can perform electrocardiograms (ECG), lung function testing, and blood sugar testing, pregnancy tests, hearing tests. Blood collection for pathology. X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere when needed.

**PATIENT TEST RESULTS** - Patients are required to return for a consultation to obtain test results, preferably with the doctor who

ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception have your current phone number and address details when booking or on settling your account.

**PATIENT RECALL FOR PREVENTATIVE CARE** - To further improve our service to you, we have implemented a Patient Register for Preventative Activities. This is a Reminder/Recall System in which we contact the patient by either mail or phone for follow-up of a preventative activity such as a skin check, cholesterol check, blood pressure check, Pap smear, Mammogram or Prostate examination etc. Our practice also takes part in state and territory registers which help us work out who is due to be seen. Patients attending this practice will automatically be included on our Reminder/Recall Register. Patients are requested to inform the Doctor, Nurse or Reception if they choose not to be included. You will need to sign a form if so, for us to keep on record. We also offer the opportunity for patients to initiate these reminders/ recalls to be sent to them. Please speak to your doctor or nurse about arranging this. The purpose of this register is purely as a service to patients from this practice and confidentiality is ensured at all times. If you wish to opt out of our recall system please tell your doctor.

**CHRONIC DISEASE PREVENTION**- We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to “measure up” and have your modifiable lifestyle factors assessed. We can also offer Cardiovascular risk and Diabetes risk assessments

**HEALTH ASSESSMENTS**- For our patients over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Patients aged 45-49 are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which you may be at risk.

**TRANSFER OF MEDICAL RECORDS** - If you require a copy of your records to be sent elsewhere our practice sends a summary for free, but may charge up to \$30 for preparing complete records.

**DISABILITIES** - It is surgery policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff who will be very willing to assist.

**BILLING POLICY**- We are a bulk-bill medical centre. Some procedures may incur out of pocket fee and it is discussed in advance by the doctor. . Payment is required at the time of consultation with either EFTPOS or cash. We do not accept cheques.

**YOUR MEDICAL INFORMATION & YOUR PRIVACY** - All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector.

**HEARING OR LANGUAGE ISSUES?** - To help our GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use an family members and Interpreter service where necessary.

**THIS PRACTICE IS REGISTERED TO BE ACCREDITED**- which is the process of measuring and ensuring quality in the General Practice.

Accreditation is based standards developed by the Royal Australian College of General Practitioners and Government representatives. Accreditation is a sign of this practice's ongoing commitment to Quality Patient Care.

**PATIENT RIGHTS AND FEEDBACK** - We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, the Practice Manager or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can contact:

Health Complaints Commissioner  
Level 26, 570 Bourke St,  
Melbourne, Vic 3000  
Tel: 1300 582 113  
Website: <https://hcc.vic.gov.au>