

**Tel: (03) 8390 9500 Fax (03) 8390 7288**

**Practice Information Sheet**

**MIXED BILLING GENERAL PRACTICE**

**Doctors:**

* **Dr. Robin Singh**: General Practitioner, MD, FRACGP, FRNZCGP, Certificate in Primary Care Skin Cancer Medicine and Dermoscopy
* **Dr. Padmaja Nagalla**: MBBS, FRACGP
* **Dr. Usha Ragunathan**: MBBS

**Allied Health Professionals:**

* **Registered Nurses** Angelleca RN, Parneet RN, Dilraj RN

**Practice Manager:**

* Amandeep Sandhu

**Receptionists:**

* Chelsea Pejcinovski

**Practice Hours:**

* **Monday to Friday**: 9:00 am to 6:00 pm
* **Saturday**: 10:00 am to 3:00 pm
* **Sunday & Public Holidays**: Closed

**Commitment:**
Aspire Medical and Skin Centre is dedicated to providing comprehensive general practice care to individuals and families in our community.

**Appointments:**
Consultations are available by appointment thru reception or Visit [aspiremed.com.au](http://aspiremed.com.au). Urgent medical issues will be addressed promptly. Please check in with reception upon arrival to avoid delays. Remember to cancel appointments in advance if needed. If you anticipate a longer consultation (e.g., insurance medicals, postnatal checks, pap smears, counselling, excisions, or if multiple family members need to be seen), please inform reception.

**Continuity of Care:**
We strive to ensure you see your preferred doctor. Good communication and relationships between doctor and patient are important. While seeing the same doctor is preferred, our note-taking system supports continuity of care.

**Waiting Time:**
We strive to manage waiting times efficiently and aim to keep appointments on schedule. However, due to the nature of a medical centre, some delays may occur. If your appointment is expected to be lengthy or if the doctor or nurse has provided specific instructions, please inform reception.

**Sterilisation:**
We use disposable equipment to ensure patient safety.

**Home Visits:**
House calls are available for practice patients if necessary. A $300 out-of-pocket fee applies in addition to Medicare rebates. It’s generally preferable to visit the surgery, which is better equipped for examination and treatment.

### After Hours:For after-hours medical care, you can access the services of DoctorDoctor as follows:

1. **Contacting the Medical Centre:**
	* **Phone Number:** 03 8390 9500
	* Details: During non-business hours, calls made to this number are automatically redirected to DoctorDoctor. This ensures that you receive immediate assistance from a qualified medical professional when the clinic is closed.
2. **Home Visits and Billing:**
	* **Service:** DoctorDoctor can arrange for a doctor to visit you at your home if needed.
	* **Bulk Billing**: Home visits conducted ***after 11 pm are bulk billed*,** which means there will be no out-of-pocket expense for the consultation.  DoctorDoctor will send their doctor if need be; they are not your GPs at the Aspire Medical.
3. Direct Contact with DoctorDoctor:
	* **Website:** [DoctorDoctor](https://www.doctordoctor.com.au/%22%20%5Ct%20%22_new)
	* **Phone Number:** 13 26 60
	* Details: For additional information or direct inquiries, you can visit DoctorDoctor’s website or call their dedicated number.

DoctorDoctor is committed to providing accessible and efficient after-hours medical care, ensuring that you receive the support you need outside regular clinic hours.

**Telephone Calls:**
Doctors can take phone calls as time permits. If busy, they may return your call later. For urgent matters, the nurse can help assess priority. Most issues are best handled in a consultation.

**Procedures:**
We offer many minor surgical procedures, including mole or skin lesion removal, treatment of simple fractures, cryotherapy, pap smears, and more. Please inform reception if you require a longer appointment for any procedures.

**Investigations:**
We perform ECGs, lung function tests, blood sugar tests, pregnancy tests, hearing tests, and blood collection for pathology. For X-rays, CT scans, ultrasound, mammograms, and endoscopy, arrangements will be made as needed.

**Patient Test Results:**
Patients must return for a consultation to receive test results, preferably with the doctor who ordered the tests. We will contact you if any results are abnormal or require urgent attention. Ensure reception has your current contact details.

**Patient Recall for Preventative Care:**
We use a Reminder/Recall System to follow up on preventative activities like skin checks, cholesterol tests, pap smears, etc. Patients are automatically included unless they choose to opt out. Please let us know if you prefer not to be included or if you wish to initiate reminders.

**Chronic Disease Prevention:**
We focus on preventing chronic diseases. We encourage you to use our practice nurses and doctor consultations to assess modifiable lifestyle factors and risk assessments.

**Health Assessments:**
We recommend yearly health assessments for patients over 75, and detailed checks for those aged 45-49 to identify potential chronic diseases.

**Transfer of Medical Records:**
We provide a summary of your records free of charge. There is a $30 fee for complete records.

**Disabilities:**
Our practice is committed to accommodating people with special needs. Please let our staff know if you require assistance.

**Billing Policy:**
We are a mixed-billing medical centre. New Patient, Inactive patients and ome procedures incur an additional out-of-pocket fee, which will be discussed in advance. Payment is required at the time of consultation via EFTPOS or cash (cheques are not accepted).

**Your Medical Information & Privacy:**
We use computerized medical records for all information, tests, prescriptions, and specialist reports. Our systems are password-protected and backed up daily, adhering to Australian Federal Privacy Laws and Standards.

**Hearing or Language Issues:**
We use family members and interpreter services when necessary to ensure clear communication between patients and doctors.

**Practice Accreditation:**
**We are an AGPAL Accredited Practice.**

**Patient Rights and Feedback:**
We support patient rights and welcome feedback. If you have concerns or issues, please discuss them with your doctor, the Practice Manager, or receptionists. For further complaints, contact the Health Complaints Commissioner at Level 26, 570 Bourke St, Melbourne, Vic 3000, Tel: 1300 582 113, or visit <https://hcc.vic.gov.au>.