

522 Middleborough Road, Blackburn North, VIC 3130
 Phone: 03 9855 9555 (1) Fax: 03 9923 6656
 After Hours 13 7425
www.totalwellbeing.com.au

PRACTICE INFORMATION SHEET

OPENING HOURS

Monday	9.00 am – 5.00 pm
Tuesday	9.00 am – 5.00 pm
Wednesday	9.00 am – 5.00 pm
Thursday	9.00 am – 5.00 pm
Friday	9.00 am – 5.00 pm

DOCTORS

Dr Ing (Kim) Chiew --- Dr Mabel Leung --
 - Dr Rachel Bird --- Dr Frank Chai --
 Joanna Teo

PRACTICE NURSE

Binglei Lao

APPOINTMENTS

Consultations are made by appointment with the Doctor of your choice. Urgent cases are seen by the first available Doctor. If your appointment is not for a standard consultation, we would appreciate you letting the receptionist know so that extra time may be allowed. Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays. Appointments can be made online via our website.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our Practice Nurse. If you feel you require a longer consultation time than 15minutes, please notify reception when making your appointment, examples of these may be procedures, skin checks, multiple medical issues eg. Pap smear combined with other medical issues, health plans, mental health plans and consultation, immunization, diabetes checks.

SERVICES OFFERED BY THE PRACTICE

- ✓ General Medicine
- ✓ Skin and mole checks
- ✓ Minor operations for removal of cysts, moles and skin cancers
- ✓ Cryotherapy (freezing) of sun spots
- ✓ Childhood vaccinations, Adult routine and travel vaccinations
- ✓ Paediatrics/child health checks
- ✓ Family planning/contraceptive advice
- ✓ Women's preventative health, breast checks and pap smears
- ✓ Antenatal "shared care" and postnatal care
- ✓ Men's preventative Health
- ✓ Health assessments, Aged care
- ✓ Chronic diseases Management such as asthma, diabetes and heart disease
- ✓ Weight loss or gain advice
- ✓ Counselling and mental health
- ✓ Medicals – workplace, insurance, WorkCover

FEES

Medicare is a government funded health subsidy scheme that contributes towards the cost of a person's health care. Some medical practices choose to accept the Medicare rebate as full- payment for their services – this is known as "bulk-billing". However, the Medicare rebate does not cover the cost of delivering high- quality health care, hence there is a "gap" or out of pocket cost for our services.

We offer concessional rates for pension card holders. Bulk-billing is only available in certain exceptional circumstances, and for routine childhood or over-65 year old vaccinations and chronic disease management plans. Fees vary according to the length and complexity of the service and are payable at the time of consultation. We accept cash, cheque, EFTPOS and all major credit cards. For those in difficult circumstances, exceptions may be made. On the spot Medicare rebates are offered through our EFTPOS terminals.

CONSULTATION FEES (Most common fees)

Item Description	Fee	Rebate	Gap
Item 3 < 6 min	\$40	\$20.05	\$19.95
Item 23 - 6-10 min	\$70	\$43.90	\$26.10
Item 23 - 10-19min	\$95	\$43.90	\$51.10
Item 36 - 20-29min	\$145	\$84.90	\$60.10
Item 36 - 30-39min	\$195	\$84.90	\$110.10
Item 44 - 40-49min	\$245	\$125.10	\$119.90
Item 44 - 50-59min	\$295	\$125.10	\$169.90

You may be charged for additional procedures undertaken during the course of the consultation e.g. excision fee, cryotherapy). Our friendly Reception staff are more than happy to provide an estimate of potential out of pocket costs for any additional services.

ACCIDENTS AND EMERGENCIES

If there is a life-threatening emergency – even if you are not certain – always call 000. Otherwise, telephone us on (07) 3396 2141 and you will be advised of the best course of action.

AFTER HOURS

Medical care is available on a 24-hour basis covered by the Home Doctor Service. If you require medical attention outside our opening hours, please telephone **137 425 (13 SICK)** and you will be advised of current arrangements. If on occasion you are seen by a Doctor from Home Doctor Service, a full written report will be faxed to us for inclusion in your records, the next day. We team with Home Doctor Services to ensure our patients have quality medical care available 24 hours a day, 365 days a year.

HOUSE VISITS

Doctors Frank Chai generally completes home visits weekly on a Thursday there is a private fee for the consultation to help cover the cost of travel. He visits patients in home and in aged care. The other doctors occasionally visit their regular patients and are too frail or ill to get to the surgery.

MEDICAL CERTIFICATES

These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide a retrospective or post-dated certificate.

REPEAT PRESCRIPTION

Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed. Drs can provide repeat prescriptions online for a non-rebateable fee of \$27 through HotDoc quick consults.

TEST RESULTS

Where blood tests or other investigations have been ordered, you will generally need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results, the staff at Total Wellbeing will contact you to make an appointment.

TELEPHONE CALLS

Our switchboard is very busy early in the morning with patients making appointments. We would appreciate patients who have non-urgent queries to phone later in the morning. Doctors who are busy consulting will return calls as soon as practical/as soon as they are able. Emergency calls are an exception and will be taken immediately.

SPECIALIST REFERRALS

The Total Wellbeing Medical Suites are highly trained to deal with most medical problems, but may need occasionally to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you need a referral, and will need to see your doctor first. As it is illegal to backdate referrals, please do not ask us to break the law. The specialist is providing consultant advice to your GP, so it is important that you discuss the specialist's opinion and advice with the doctor who referred you, following your visit with the specialist

VACCINATIONS AND DRESSINGS

If you are making an appointment for childhood, influenza or travel vaccinations, or for wound care, please let our receptionist know. A practice nurse will be available at certain times to assist with these procedures.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450.

ELECTRONIC COMMUNICATION

Electronic communication is available through the email address medical@totalwellbeing.com.au. Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on 03 9855 9555 (1).

YOUR PRIVACY

Total Wellbeing Medical Suites respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice! Total Wellbeing Medical Suites aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or ask to speak to our Practice Manager, Ben Brouwer, or send an e-mail to management@totalwellbeing.com.au.

STAFF

Ben Brouwer (Practice Manager)
Ashley Abbot (Reception)
Veronica Chai (Reception)
Efe Thomas (Reception)
Binglei Lao (Practice Nurse)

TOTAL WELLBEING MEDICAL SUITES DRs:

DR KIM CHIEW

Dr. Kim qualified in Sheffield (UK) in 1983 and while working in University Hospital in Kuala Lumpur(Malaysia) she went to Edinburgh in 1988, passed a post graduate diploma – Membership of the Royal College of Physicians (MRCP). She migrated to Melbourne in 1988 and has been practicing in general practice since.

She is a Vocationally Registered General Practitioner with special interest in women's health, Osteoporosis, children's health, asthma, diabetes and high blood pressure. In addition to English, Doctor Kim is fluent in Mandarin, Cantonese, Teochew and Hokkien. She is a gardening enthusiast (particularly succulents) and loves Latin dancing!

DR FRANK CHAI

Graduating from the University of Melbourne in 2000, Dr. Frank has over 15 years' experience in General Practice with special interest in Family Medicine, Chronic Disease Management, Implanon insertions, Mental Health and Men's Health. Frank has a rich and broad experience having practiced in Singapore as well as Country Victoria and the Northern Suburbs of Melbourne. Frank's friendly and attentive style aligns with our values of treating every person with respect and personal attention. Frank also speaks Mandarin, Cantonese, Malay and Hakka fluently enabling him to attend to both the local Australian and Chinese communities

DR MABEL LEUNG

Mabel completed her undergraduate medical degree from University of Melbourne and loved general practice from her residency rotation. She completed her FRACGP qualification and has since been working part time enjoying the diversity general practice brings. She's most interested in women's & children's health, skin cancer medicine and preventative health.

She is a mother of two girls and loves to be out in nature whenever she can.

DR JOANNA TEO

Jo completed her undergraduate medical degree from Melbourne University and is also a specialist GP after completing her postgraduate studies for her FRACGP qualification. She works part-time and has special interest in all aspects of general medical practice, and particularly enjoys mental health, paediatrics and women's health.

Joanna speaks Hokkien and Malay.

Joanna is married and is a busy mother of two young boys. In her free time, she likes to bake and cook.

DR RACHEL BIRD

Rachel has worked in general practice for the last eight years. Her main areas of interest include chronic disease, aged care and preventative medicine. Due to her background she also has an interest in infectious diseases and travel medicine.

She is married and has two children. When not at work she enjoys crochet and good book.