

Immunisation

Travel Immunisation is arranged after a consultation with the doctor/ nurse practitioner. It is advisable to arrange this well in advance before travel and no less than 2 weeks before travel.

Test results

If your result is normal, please be aware that you will not be contacted. If your result is not classified as 'normal', you will be contacted by the reception staff via SMS or phone call. A letter is sent in the mail if we are unable to contact through these measures. You will be advised if you are required to make an appointment to see the doctor to discuss your results. Results cannot be emailed due to issues with encryption and privacy regulations.

Management of Patient Health Information

The clinic maintains your personal health information with a high degree of security. Only authorised members of staff have access to computers. Doctors and Nurse Practitioners have full access. Our privacy policy is located on our website and at reception if you would like a copy. Transfer of your medical records can be arranged by signing a transfer of records request form from which we will send on your behalf.

Patient consent and privacy

DIMC complies with the Victorian Health Records Act 2001 and the Commonwealth Privacy Act 1988, together with the Privacy Amendment Private Sector Act 2000. Our clinic has a 'Privacy Policy' which outlines how we manage information about you and how you may access that information. Ask our staff if you'd like a copy. Patients on registration, will be asked to sign our health collection privacy statement.

Communication of Services

We have limited ability to communicate in a second language, with Italian provided by our reception and nurse midwife. The interpreter service is available and we can arrange this for you. You are also welcome to bring a family member.

After hours care:

After hours medical care is provided by the National Home Doctor Service (13 7425). Appointments can be made from 6pm weekdays, 12pm Saturdays and all day on Sundays and public holidays. Consultants are bulk billed by the National Home Doctor Service. A report will be sent back to the clinic to ensure continuity of care and appropriate follow up.

Home Visits

Local home calls are available by contacting the clinic in advance. Limited availability on the day may be available and will be bulk billed. The appointments include home and nursing home and must be booked by calling the clinic on 9484 3154.

Practice feedback

From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our services.

Although we try our best, it is inevitable that from time to time a patient may have a complaint about our services. This feedback is very important to us as it alerts us to problems with the service we are providing and drives us to find a better way of doing things. If you have any suggestions, ideas or would like to make a complaint you can either:

- Speak with your GP or Nurse Practitioner
- Let our reception staff know
- Write us a letter/ email to admin@darebinimc.com.au

However, if you would like to take your complaint further and wish to speak to an external body, you can contact:
Health Services Commissioner
Level 26, 570 Bourke Street Melbourne 3000

Darebin Integrative Medical Centre (DIMC)

**39 Darebin Road
Thornbury 3071**

Ph: (03) 9484 3154

Fax: 9495 0261

E: admin@darebinimc.com.au

www.darebinimc.com.au

DIMC is a general practice with a team of general practitioners, providing holistic, Integrative care. We provide the following services:

- Integrative medical care
- Trauma Emergency care
- Mental Health
- Travel medicine advice
- Workcover/TAC
- Immunisation
- Massage
- Women's Health
- Antenatal/ Post natal care
- Acupuncture
- Health checks
- Nursing Home care
- Herbal medicine
- Dietary advice
- Diabetes Education
- Minor Surgery
- Care plans
- Home visits

Opening Hours

Monday - Thursday 8:30am - 6:30pm
Friday 8.30am - 5.00pm
Saturday 9:30am- 11:00am
(Saturday by appointment only)

Electronic Communication

Patients can email our address at: admin@darebinimc.com.au and expect a reply within maximum 2-3 business days. If the matter is urgent, it is preferable to ring us. Advice given via email will only be of a general nature.

SMS communication for abnormal results will occur following tests conducted.

HotDoc will notify patients of upcoming appointments via SMS.

Results will only be provided to patients in person due to RACGP privacy rules

Electronic e referrals are available for patients who need this to providers that accept these referrals

Electronic sending of prescriptions /radiology ad pathology referrals can be arranged with sending to chemist / patient

Appointments

Standard appointments of 15-20mins can be booked either by contacting the clinic during business hours or through our website: darebinimc.com.au or alternatively on our booking site hotdoc.com.au.

Longer appointments can also be organised similarly. New patients are advised to present 10-15 mins before their appointment. TAC and Workcover appointments are also available.

Practitioners

Dr Matthew Daly MBBS (Hons)

Graduated University Melbourne 1986. Specialist in Integrative Medicine, Geriatric and Mental Health. Dr Matthew Daly has over 30 years GP experience. Particularly in gut health and mental health

Lara Tess Faga

Lara is an experienced Psychologist, with a holistic, humanistic and caring approach. Lara provides counselling for anxiety, depression, trauma and other Psychological conditions.

Mike O'Sullivan

Dietician- Graduated in Ireland and uses knowledge in biology and chemistry to provide evidence based approach to nutrition, weight loss, diabetes and gut health.

Ashleigh Gale

Dietician - Experienced with a wide range of dietetics issues; familiar with education and meal plan development. She utilises contemporary evidence based advise to make individual goals for clients.

Simon Murray

Traditional Chinese Medicine Practitioner specialises in Acupuncture, Herbal medicine and diet/lifestyle advice.

Elizabeth Kinnersty

Specialises in Diabetes with access for patients with Chronic Disease Management (EPC). Experienced in performing Cervical Screening for Women, Child and Travel Immunisation, emergency/ critical care and care plans.

Abigail Fernando & Joanna Jao

Abigail and Joanna are DIMC's practice nurses. They are both qualified Nurse Immunisers and have expertise in childhood and adult immunisations. They also provide a range of specialised health assessments.

Fees

Dr Matthew Daly - Medicare/DVA

Card holders will be bulk billed for standard/ long appointments. Integrative appointments are privately billed with an out of pocket fee of \$60.00. **Appointments after official hours for Dr Daly will attract a \$40 surcharge** Fees on Saturday- are out of pocket \$20.00, to non concession card holders.

Urgent Prescriptions - If you require an urgent script we can provide them within 48 hours for a \$15 out of hours fee. Alternatively booking a standard appointment will accrue no additional fee.

Cancellation Policy

Please note that this Clinic requires 24 hours notice for all cancellations with Allied Health Practitioners. Failure to do so will incur a fee as follows:

Psychologist: \$80

Chinese Medicine: \$40

Dietitian: \$40

A cancellation fee does apply to GP appointments as follows:

Standard appointment and Telehealth : \$20

Long appointment: \$40

Integrative appointment: \$60

Allied Practitioners - Fees vary depending on whether initial or ongoing appointment.

Please discuss with receptionist at time of booking.

TAC/Workcover - Billed to relevant authority after liability accepted.

Calls to doctor - Urgent calls will be directed to the doctor as soon as possible. Other calls will have messages taken and given to the doctor at the next convenient time.

Facilities

DIMC has a large waiting room with Smart TV, Doctors TV, water cooler and is air conditioned. There is a treatment room for gynaecological examination, biopsies, plastering and dressings. Electrical controlled beds are available and resuscitation equipment on site, including A.E.R. The clinic is