

## Doctors

Dr Michael Yeo  
Dr Robin Rowe  
Dr Yashar Zadeh  
Dr Fi Moeinaddini  
Dr Annette Carless  
Dr Catherine Samuel  
Dr Heidi Andersen Dalheim

## Practice Nursing

Ms Naomi Black  
Ms Bernadette Ward

- Credentialed Diabetic Educator: Sue Quick
- Age Care Assessments
- Mental Health
- Immunisation
- Wound Management

## Administrative Staff

Mrs Jenny Yeo  
Practice Manager

5 experienced medical receptionists

Carol  
Shae  
Penny  
Chloe  
Bettina - Office Manager



[www.swanseardclinic.com.au](http://www.swanseardclinic.com.au)  
3 Swansea Rd Montrose Vic 3765  
Ph (03) 97286869 Fax (03) 97286407  
Email: [admin@swanseardclinic.com.au](mailto:admin@swanseardclinic.com.au)



## Practice Hours

Monday to Wednesday: 8am to 7:30pm  
Thursday to Friday: 8am to 6pm  
Saturday: 9am to 2pm

## Appointments

Please ring ph 97286869 for an appointment. Every effort will be made to accommodate your preferred time & GP. Emergencies will always be given priority & our Reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment . Appointments cannot be made or altered via email.

## Missed or cancelled appointments

At least 2 hours notice must be given (by telephone) otherwise a cancellation fee will be charged & will need to be paid before your next appointment with the Doctor.

## Care outside normal opening hours

- After hours home visiting and free phone advice  
Ph: 132660
- Nurse on Call: 1300 606 024

## Home Visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery (where such visits are safe & reasonable & are within a 6km radius from the surgery) Home, residential aged care facility, residential care facility or hospital can be visited both within & outside normal working hours. Requests must be made before midday on weekdays.

## Telephone Access

GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. In an emergency your call will always be put through.

## Reminder System

Our Practice is committed to preventative care. Your Doctor will seek your permission to be included on our reminder system. We may issue a reminder notice from time to time offering preventative health services appropriate to your care such as for Pap Smears, Diabetes & Asthma Management, childhood & adult immunisation.

## Management of your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal information at all times & to ensure that this information is only available to authorised members of staff. We abide by the APP's (Australian Privacy Principles) available at [www.oaic.com.au](http://www.oaic.com.au).

## ehealth [www.ehealth.gov.au](http://www.ehealth.gov.au)

A personally controlled eHealth Record (PCEHR) is a secure online summary of your health information. You control what goes into it, and who can access it.

Your PCEHR allows you and your doctors, hospital and other healthcare providers to view and share your health information to provide you with the best possible care.

Any information you wish to upload onto the record by your GP will have to be approved by you. This will be done during a consultation with your input.

## Smoking policy

This practice has a no smoking policy.

## Your Rights

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor or receptionist. You may prefer to email [manager@swanseardclinic.com.au](mailto:manager@swanseardclinic.com.au) or use our patient feedback sheets provided at Reception or on our website. We take your concerns, suggestions & complaints seriously.

You may also contact the Health Services Commissioner Complaints and Information:

Telephone: (61 3) 8601 5200  
Toll Free: 1800 136 066  
TTY No: 1300 550 275  
TIS: 1300 131 450  
E-mail: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

## Fees and billing arrangements

Fees & Billing fees are payable at time of consultation by cash, eftpos or credit card (Visa, mastercard & Amex). The medicare rebate can be claimed online at reception if your account is paid in full & you have given your bank details to medicare.

A \$15 accounting fee will be charged if the account is not settled on the day.

The GPs in this practice bulk bill full & old aged pensioners, & DVA Gold Card patients.

If you have any difficulty in paying our fees please discuss this with your GP or email [accounts@swanseardclinic.com.au](mailto:accounts@swanseardclinic.com.au)

## Getting the results of any test or procedure

Your Doctor will advise when they expect results to arrive at the practice. At this time please make a follow up appointment to discuss results, unless advised otherwise by your doctor.

## Our Practice

Swansea Rd Clinic was established in 1993. All our GP's are experienced in all aspects of General Practice some of whom have been working in General Practice for over 25 years. Visit [www.swanseardclinic.com.au](http://www.swanseardclinic.com.au) for more information on each GP

## Services available at Swansea Rd Clinic include

- Home visits
- Family planning
- Mirena IUD insertion
- Pap smears & sexual health
- Counselling
- Vaccinations – adult & childhood
- General checkups
- Minor surgical procedures (eg removal of moles/cysts)
- Appearance Medicine (Sclerotherapy, Anti Wrinkle Injections, Dermal Fillers, Threading, Pelleve)
- Sports medicine
- Skin Checks & Dermoscopic photography
- Travel health
- Yellow Fever Certified
- Wound care
- Chronic health care
- Multi Disciplinary care co-ordination
- Melbourne Pathology collection site