

Personal Health Information

At times personal health information may be requested by other health organisations for research or quality assurance. The medical practice requires written consent from the patient prior to releasing any information. This practice submits health information to various health registers ie cervical, breast, bowel screening to assist preventative health management. Please advise staff if you do not wish to participate in these activities.

Privacy

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. Consistent with our commitment to quality care, this practice has developed a policy to protect patient privacy in compliance with privacy legislation. Further information on our policy is available. Our staff maintain high professional and ethical standards ensuring your privacy is protected at all times

Mission Statement

The Beaufort & Skipton Health Service seeks to enhance the quality of life and health of community residents by coordinating health promotion, illness prevention, acute and extended care from a community based service that is compassionate, equitable, efficient, cost effective and customer focused.

We Aim To Do Our Best

If you feel unhappy with any aspect of the care you have received, please let us know. You are important to us and we cannot continue to improve our service if you do not let us know about your concerns. The Health Service periodically uses satisfaction surveys to obtain feedback regarding our practices. Should you wish to provide feedback outside these times please request a feedback form from reception staff. No names are required to complete the forms and all information remains confidential. We would also like to hear from you if you are happy with the service we provide.

For serious concerns please contact Shaye, the Practice Manager, on 5349 1610 or email shayem@bashs.org.au or the CEO

Trevor Adem
Beaufort & Skipton Health Service
28 Havelock Street
Beaufort 3373
Telephone: 5349 1600
Email trevora@bashs.org.au
If you are still not satisfied with the outcome of your complaint you may wish to contact the:

Health Insurance Commissioner
10th Floor
55 Swanston Street
Melbourne 3000
Free Call: 1800 136 066
Telephone: 9655 5200
Fax: 9655 5219

Reviewed 18/5/2016



Medical Practices

www.bashs.org.au

Beaufort Medical Practice,
Walker Street,
Beaufort.

Phone: 5349 1610
Fax: 5349 3102

Skipton Medical Practice,
Blake Street,
Skipton

Phone: 5340 1110
Fax: 5340 2271

Appointments

The staff endeavour to make your visits with us the best that they can by providing timely appointments and friendly customer service. When making an appointment please let staff know your preferred doctor and whether you need a longer appointment than the usual allocated time. Patients with urgent problems need to indicate this to the reception staff on arrival. Please be aware repeated no shows for appointments will result in a consultation fee being charged.

Fees

Patients are expected to pay for their consultation on the day. Non concession card holders pay using the Medicare Easi-claim system—pay full fee which is then immediately reimbursed by Medicare into your debit card ensuring you incur only the gap fee. Payments can be made by Cash, Cheque or Eftpos.

The Doctors at Beaufort are:

Dr Pushpa Ravindranayagam

Monday, Tuesday, Thursday and alternating Fridays, & rostered Saturdays

Dr Phil Kyaw

Tuesday Wednesday, Thursday Fridays & rostered Saturdays

Dr David Breed

Monday, Tuesday, Wednesday, alternating Fridays and rostered Saturday

Dr Hormuz Parekh

Monday, Wednesday, Thursday, alternating Fridays and rostered Saturday

Dr Mohammed Al Naima

Saturdays rostered

We are open at Beaufort

Monday – Friday 9:00am to 5:00pm
Saturday – 9:00am to 12:30pm

The Doctors at Skipton are:

Dr Mohammed Al Naima

Monday to Thursday

Dr Malcolm Anderson

Friday weekly; Wednesday fortnightly

Dr David Breed

Alternating Fridays

Dr Hormuz Parekh

Alternating Fridays

We are open at Skipton

Monday to Friday - 9:00am to 5:00pm

The practices are closed daily from 1:00pm to 1.30pm.

Home Visits—Doctors

Home visits are available only if you are too unwell to travel into the practice. Our doctors will decide whether a home visit is appropriate. Please speak with the reception staff who are happy to offer assistance.

Home Visits—Practice Nurses

The nurses offer the service of home visits to complete Health Assessments or Chronic Disease Management Plans. Please ask reception staff.

Results

Patients are advised to make a follow-up appointment to discuss results where this is indicated by their doctor.

Repeat prescriptions

Inappropriate use of medication may be potentially harmful; therefore, prescriptions must be obtained during a consultation with your doctor.

Finding it hard to get around?

Don't worry. The practices are easily accessible and have ramps for wheelchair access and the disabled toilets can be easily accessed.

Communication difficulties

We have access to interpreter and deafness services. Please ask staff if you require assistance.

All your health needs in the one place

Asthma Education & Support

Community Transport

Counsellor

Diabetic Educator

Dietitian

4 yr/45-49 yr & 75+ Health checks

Health Promotion

Occupational Therapy

Pathology

Physiotherapy

Podiatry

Practice Nurse

Psychologist

Social Worker

Both Practices are closed on Public Holidays.

After Hours 1800 022 222

Contact Western Victoria Primary Health Network, between 6pm & 8.30am for any medical concerns that may need urgent attention.

The service involves highly trained and qualified nurses answering your calls. They will direct you to the appropriate level of medical care required.

In a medical emergency always call

000

*This Is Your Health Service
Caring For You*

