



# Terang Medical Clinic

## Practice Information Sheet

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156 High St TERANG VIC 3264

Telephone (03) 5592 1033

Facsimile (03) 5592 1215

After Hours (03) 5592 0222

Practice Hours: Monday to Friday 8:30am to 6:00pm; Saturday 9.00am to 12:00 noon

Consulting Hours: Monday to Friday 10.00am to 12pm, 2.00pm to 5.00pm; Saturday 9.30am to 12:00 noon

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### Practice Doctors:

Dr Timothy FITZPATRICK MBBS, DRANZCOG, FRACGP, Master of Family Medicine

Dr Jacqueline ALTREE BA(Hons), BSc, BMBS, FRACGP

Dr Johanna MOLONEY MBBS, DCH, ACEM, RANZCOG, FRACGP

Dr Stefanie HAMMOND BBiomedSc, MBBS, CertWH, SHCP, FACRRM

Dr Kevin CHANG BSc., MD

Dr Chris LIM B. Med.

Dr Tejasvy CHOLLANGI BBiomedSc.(Hons), MD, RANZCOG, DipWH

### Practice Staff:

**Practice Manager** Abby Hawken

**Practice Nurses** Margaret, Melissa, Julie, Sarah

**Administrative Staff** Sharon P, Lyndell, Denise, Sharon L, Carolyn, Jess, Maddie

### Appointments:

Please phone 5592 1033 for an appointment, or book online at: [www.terangclinic.com.au](http://www.terangclinic.com.au). Every effort will be made to accommodate your preferred time and GP. Please advise if you require extra time with your doctor, if your appointment is for 2 or more issues or if your appointment is for pre-employment, Centrelink, NDIS or insurance documentation. ***If you require an appointment for multiple family members, please book a separate appointment for each person.*** If you require an interpreter service, we can organise this for you; please let us know when you make the appointment.

### Prescription Requests:

All patients requiring prescriptions (including repeat prescriptions) are required to see the Doctor for a consultation.

### Care Outside Normal Opening Hours:

Terang Medical Clinic participates in the on-call roster at Terang & Mortlake Health Service. For medical attention outside of normal clinic hours, please phone Terang & Mortlake Health Service on 5592 0222.

***In an emergency, please immediately phone 000***

### Home and Other Visits:

Home visits are available (at the discretion of the treating Doctor) for regular patients of this practice whose condition prevents them from attending the surgery.

### Telephone Access:

In the interest of patient confidentiality, doctors will not receive calls during consulting hours. If you wish to speak directly to your doctor, please leave your contact details and request that the doctor return your call. The doctor will be advised of your request immediately and will contact you when free.

If the call is of an urgent nature, please advise the Receptionist; the doctor will be advised immediately and will speak with you as soon as possible.

### Services Available:

General medicine and chronic disease management; obstetrics and family planning, including Implanon and Mirena; sports medicine; counselling; vaccination and travel medicine; minor surgical procedures; employment & insurance medicals; skin checks; emergency treatment and nutritional advice.

### Fees and Billing Arrangements (**we are not a bulk billing practice**):

Payment in full is required on the day of consultation – we accept cash, cheque or EFTPOS payments. Patients with a valid, Government-issued concession card are required to show their concession card to receive bulk-billing. If you are experiencing financial difficulties, please discuss this with the Practice Manager or your Doctor during the consultation.

### Third-party Fees:

There is always the potential for out-of-pocket costs related to services such as pathology, radiology, specialist or allied health services your Doctor may refer you to. Please contact these services directly to query any out-of-pocket expenses.

### Getting the results of any test or procedure:

Your doctor will advise when he or she expects the results to be available. You are welcome to phone the clinic for results during office hours, however should your Doctor or a Practice Nurse be unavailable at the time, staff will arrange for the Doctor/Nurse to phone you at his/her earliest convenience. Please ensure that all of your contact details are up to date as we may need to contact you if your result is abnormal.

### 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 you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your Doctor or receptionist know.

We routinely send SMS reminders to your mobile phone to remind you of your appointment – be sure to provide us with your current mobile number. If you do not want us to send a reminder, please advise our friendly reception team who will make a note on your file.

### 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 health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the ten National Privacy Principles available at <http://www.oaic.gov.au>. We have a comprehensive policy on the management of Personal Health Information and a brochure 'Privacy and Your Rights'. Please ask at reception for a copy of this brochure at any time.

### Third Parties:

A suitably qualified third person, i.e., a Medical Student or Registrar, is occasionally present at consultations in this Clinic. Patients are advised verbally and in writing at the time of their arrival at the Clinic, of the presence of the third person and are at liberty to request that they leave the room. He or she may be asked by your Doctor to take a medical history from you, perform a medical examination or assist with a medical procedure. We emphasise that the quality of care you receive from us will not be compromised. Your assistance in teaching our future doctors is very much appreciated.

### Your Opinion:

Terang Medical Clinic is keen to know of concerns or problems that our patients may be experiencing – we use this information to assess and improve our Clinic services.

### 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 write to us or to use our suggestion box (located in the waiting room). We take your concerns, suggestions and complaints seriously. Complaints may be lodged with:

1. Health Complaints  
Commissioner Level 26,  
570 Bourke Street  
MELBOURNE, VIC, 3000

Ph.: 1300 582 113  
<https://hcc.vic.gov.au>

0. Australian Medical Association P.O.  
Box 21 PARKVILLE,  
VIC, 3052

Ph.: (03) 9280 8722  
[http://amavic.com.au/page/Contact\\_Us/](http://amavic.com.au/page/Contact_Us/)

0. Medical Practitioners Board of  
Australia Level 3, 1 Palmerston

Ph.: ( 03) 9695 9500  
<http://www.medicalboard.gov.au>



[www.terangclinic.com.au](http://www.terangclinic.com.au)