

INFORMATION FOR PATIENTS

Welcome to Kew General Practice

Welcome to our Practice. We hope that we are able to look after your needs and help you to achieve a full and healthy life while you are a member of this fully accredited practice. Please feel free to speak to any staff member or doctor about ideas or changes that you feel would improve the care that we give you.

The Doctors

Dr Paul Shortis

Paul grew up in East Kew and attended St Anne's Primary School. He graduated from Monash University in 2002 and spent five years working in Box Hill Hospital and Geelong Hospital. During this time, he completed rural rotations in Warrnambool, Bairnsdale and Lakes Entrance. Subsequently, Paul commenced the general practice training program and completed his Fellowship of FRACGP in 2009. Paul then spent four years working in Surrey Hills and also with Dr Ian Reynolds in Bundoora. Paul assists two orthopaedic surgeons and works as an examiner for the Royal Australian College of General Practitioners. He intermittently does locum medical relief work in Broome and Tenant Creek. Paul has specialist interest in paediatrics, travel medicine and sports medicine in addition to all elements of general practice. When not at work, Paul enjoys cycling, athletics and hiking. He is a member of the Melbourne University Athletics Club.

Dr Jason Chua

Jason graduated with honours from Monash University in 2002. He subsequently worked in hospitals and clinics around Melbourne and regional Victoria, and attained his Fellowship of the Royal Australian College of General Practitioners in 2007. He enjoys general family medicine and has a particular interest in childhood allergies, travel medicine and dermatology including skin cancer. He is an examiner for the RACGP and has previously been involved in running clinics in travel medicine. When not at work, Jason enjoys travelling, tennis and photography, but now spends most of his time trying to keep his two young kids out of mischief.

Dr Paul Flood

Paul graduated from Monash University in December 1975. After nine years of postgraduate training and experience in Australia and England, he started work as a rural GP on Phillip Island in 1985. This led to research and teaching interests including a part-time academic appointment with Monash Centre for Rural Health focussing on development and delivery of teacher training by distance education and through face to face learning workshops. In pursuit of more teaching, combined with an adventure for his family with primary school aged children, Paul and his family moved to the United Arab Emirates in 1999 where he held an academic and clinical appointment in Family Medicine for five years at the national university in the oasis city of Al Ain. Following this rewarding and stimulating academic and family adventure, with its travel and "eye opening" cultural experiences, Paul returned to Australia in 2004 with his wife and two daughters, and joined Kew General Practice. When not at work, Paul enjoys bike riding, theatre, opera and travel.

Dr Jessica Chong

Jessica graduated from Monash University in 1997. In 2000, she completed the Diploma of The Royal Australia and New Zealand College of Obstetricians and Gynaecologists. She completed rural general practice training in Korumburra in South Gippsland. Before working at Kew General Practice, she worked in Melbourne's South East. Jessica is interested in general medicine, paediatrics, chronic disease management and women's health. She is able to provide maternity shared care with Mercy Hospital for Women and The Royal Women's Hospital. She enjoys travelling, baking and catching up with family and friends.

Dr Helen Vu

Helen graduated from Melbourne University in 1995. She has been practising as a GP since 2000. Helen has worked for a short period in Wangaratta and joined Kew General Practice in 2010. She has an interest in women's health and children's health.

Dr Elissa Stafford

Elissa graduated from the University of Melbourne with honours in Medicine in 2004 and also holds a Bachelor of Medical Science for research. She worked at Austin Health, the Mercy Hospital for Women and in General Practice in rural and city areas of Victoria and in other areas of Australia. She is a competent and kind GP, interested in women's health, chronic disease, paediatrics and dermatology, along with all areas of medicine. She has three young children and enjoys reading and fitness.

The Practice Staff

Practice Nurses: Sandy Edwards, Cathy Aas

Reception: Michelene Bekavac, Mary Kneebone, Leanne Bardsley, Amanda Ferguson, Amanda Polan, Vanessa Berkley (Practice Manager)

Opening Hours

Monday to Friday	8.30am – 5.30pm
Saturday	8.30am – 10.30am
Sunday	Closed

Also Consulting at Kew General Practice

Jonathon Snider	Renal Physician
Joanna Baker	Dietician
Kerrie Hill	Dietician
Rick Whelan	Mental Health Nurse
Meredith Baxter	Mental Health Nurse

Melbourne Pathology On-Site

Monday to Friday	8.30am – 12.30pm
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When We Are Closed

Ring the normal number – 9859 8756 and a recorded message will tell you what to do. A locum service is available after hours on 9429 5677.

How To See Your Doctor

The doctors at this Practice work together and we will, with your permission, consult each other in difficult cases. We will make every effort to see that you get to consult with the doctor of your choice. You will be able to see one of the other doctors if your own is not available.

All surgery consultations are by appointment. We will, however, make every attempt to see you immediately if you need urgent care. We ask that you make a double appointment with your doctor if you think you will require more time than usual, for example, a medical, a complex condition, a travel medicine consultation, or you have three or more issues to discuss.

When you arrive at the Practice, please check in with reception staff before sitting down. This is also a good time to update any change of address or phone number.

Home Visits

Home visits may be arranged depending on doctor availability on occasions when patients are severely incapacitated and cannot attend the practice. There is an additional fee for this service.

Repeat Prescriptions and Referrals

We do not provide repeat prescriptions or referrals over the phone unless in exceptional circumstances. In such cases, a fee of \$15 applies.

Fee Policy

We do not bulk bill any patients except Veteran Affairs patients. The rates are displayed at the front desk. Payment is requested at the time of consultation, otherwise a fee of \$5 will apply. We have EFTPOS facilities for your convenience. If you take an account, we request payment within 7 days. A cancellation fee applies if 24 hours' notice is not given.

Consultation Fees

Standard Visit	\$78	Very Long Visit	\$189
Standard Visit (Discount/Pension)	\$60	Very Short Visit	\$34
Longer Visit	\$136	Weekend Visit	\$88
Longer Visit (Discount)	\$101	Weekend Long Visit	\$150

Test Results

On most occasions, we will request that you return for results if we have ordered them for you. This cuts down on communication errors and misunderstanding. If you ring for results, please leave a message with our receptionists and they will pass the details on to your doctor. We also have a recall system to remind you of tests, investigations or appointments that need to be arranged in the future. Please let us know if you do not wish this to occur for you.

Emailing Correspondence

Under the Privacy Act and the Accreditation Standards, we are not legally allowed to send medical records, results, referrals, etc via email as emails are not encrypted and therefore not guaranteed to keep your personal and medical information safe and confidential. Email servers are usually located outside of Australia and we are not legally allowed to send medical information off-shore. In a truly urgent or emergency situation only, please contact the clinic and our receptionists will try to assist you. Correspondence will continue to be posted, faxed or collected from reception as per your request.

Telephone Calls

The doctors try to limit calls during a consultation. If you wish to speak with your doctor, please leave a message with the receptionists and they will pass on the details. The doctors receive many phone calls each day for a variety of reasons so please be patient. If your call is genuinely urgent, then please let our staff know this when calling and we will prioritise it for you.

Change of Details

If your contact details have recently changed or you have received a new Medicare Card, please inform our receptionist on your arrival so we can update your details in our system.

My Health Record

Your records are a valuable and important resource for your health care. We follow the guidelines set out in the privacy legislation, which is outlined in the brochure "Personal Information, Privacy and Your Doctor".

Complaints

We prefer to handle all complaints "in house" and we encourage you to either place your complaint in writing or feel free to discuss your issue with Dr Paul Shortis, Dr Jason Chua (Practice Principals) or Vanessa Berkley (Practice Manager). Whilst complaints at this Practice are rare, most have been over matters of communication or about situations that we have since rectified with the help of the patient involved. If your complaint has not been resolved or you wish to discuss it with someone outside this Practice, then we suggest you contact the *Health Services Commissioner* on 1800 136 066.