

# Practice Information

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McLaren Vale  
Family Practice

## **Welcome**

Welcome to our practice! This information sheet contains important information about our practice to help make your visit to your doctor easier and more beneficial to your health.

McLaren Vale Family Practice has been serving the Southern Vales and surrounding districts since 1994. We offer full service primary care for all ages with a choice of male and female doctors and we also provide a range of allied health services.

## **The MVFP Philosophy**

Our goal is to provide you with the best possible health outcomes by combining old fashioned service with modern high quality medical care.

## **Contact**

Address: 137 Main Rd McLaren Vale SA 5171  
Phone: 8323 9266  
Fax: 8323 9262  
Email: [reception@mvfp.net.au](mailto:reception@mvfp.net.au)  
Web: [www.mvfp.net.au](http://www.mvfp.net.au)

## **Opening Hours**

Mon – Fri: 8:00am – 5:30pm  
Saturday: 8:30am – 11:00am  
Sunday: Closed

## **Appointments**

Please make a separate appointment for each person that requires a consultation even if you are seeing the same doctor.

If you have a number of things to discuss please let reception know when you are booking your appointment.

As a guide:

### *Standard consultation*

1-2 uncomplicated issues

Repeat prescriptions

Dressing

Referrals

Returning with X-ray test results

### *Long Consultations*

2 or more issues to discuss

Counselling

Health Checks

Insurance, Pre Employment, Taxi and Truck Medicals

Please ensure you inform reception of checks/medicals as often they require an appointment with the nurse also. Please note no Medicare rebate applies to private medicals.

If you attend the practice as a walk in with non urgent issues you may be privately billed and you may encounter a waiting period.

If you attend the practice as a walk-in patient with an urgent problem you will be triaged by the nurse and the doctors will see you as quickly as possible.

Please note that if you require a further appointment after you have seen your doctor it is always a good idea to book this before leaving the practice.

### **SMS reminders**

MVFP provides SMS reminders for our patients the day prior to their appointment.

If you are not receiving these please check with reception so we are able to rectify this. Alternatively, if you do not wish to receive these please also let reception know.

### **Billing**

MVFP is a private billing practice.

Bulk billing is provided to all patients with a valid Pension or Health Care Card and to children 15 and under.

If you are experiencing financial difficulties please discuss this with your doctor.

For your convenience we offer Easyclaim. This allows us to submit your claim electronically to Medicare immediately after payment and in most cases Medicare will deposit your rebate back into your account the same day. Please note Medicare will not pay rebates into credit accounts.

Vaccines, private health checks and skin procedures are also privately billed.

We do not issue accounts and all consultations must be paid for in full before leaving the practice.

For your convenience we have EFTPOS facilities and accept Visa and MasterCard. We do not accept American Express. If you wish to pay by cheque, please discuss this with reception.

We also have HICAPS terminals which can be used to claim to private health fund rebates when visiting some of our allied health providers.

### **Parking**

Two hour parking is available in our car park and additional parking is located at the back of the practice on Tatachilla Road and next to Hardy Park on Aldersey Street.

## **Pathology**

Blood collection is available on site between 8am - 5pm Monday to Friday and 8.30am – 11am on Saturday. This service is provided by Clinical Labs. We prefer bookings to be made for early morning appointments as this is when pathology services are in the greatest demand. There may be waiting times during this period. Walk in for collections after 10am. You can use any valid pathology form for this service.

## **Test results**

Unless otherwise advised by your doctor you must book an appointment to get your test results. A normal result does not necessarily mean nothing is wrong. Not all problems show up in results and further assessment may be required. Please call the practice after three days to see if results are back and to make an appointment if needed. Please note some results may be given over the phone but only by your regular doctor.

## **Scripts and referrals**

It is important that you see your regular doctor for scripts and referrals. However sometimes you may be able to organise a script over the phone. Most referrals require an appointment with your doctor. Referrals cannot be backdated so please ensure you see your doctor prior to seeing your specialist.

## **Home, hospital and nursing visits**

Doctors are available for home visits or nursing home visits if you are disabled or your condition prevents you from attending the practice. Please contact reception to discuss your eligibility for these services.

## **Interpreter services**

If you or your family require an interpreter we can organise this for you. Please let us know when you ring to book your appointment. Alternatively you can contact the Translating and Interpreting Service directly on 131 450. If you are hearing impaired and require an AUSLAN interpreter we can also organise this for you.

## **Recall/reminder system**

Our practice is committed to preventative health care. You have the option of registering to receive reminder notices regarding health care services. If you would like this please inform your doctor.

## **Management of your personal health record**

Your medical record is a confidential document. It is the policy of this surgery to maintain security and confidentiality of personal health information at all times. If you wish to transfer your health record to MVFP, reception can provide the correct form that authorises the transfer to take place. Please be aware that some practices may charge an administration fee for the transfer of these records.

### **Telephone calls**

Patients are encouraged to make an appointment to speak with their doctor. However, in certain circumstances patients may leave a phone message and where appropriate the doctor may return the call with 24hrs. Alternatively a practice member will call to advise you that the doctor wishes to see you via an appointment. If the matter is urgent please make this clear to reception.

### **After hours care**

For emergencies please proceed to the Accident and Emergency Department at either Noarlunga Hospital (8384 9222) or Flinders Medical Centre (8204 5511) or call 000 for an ambulance.

Non urgent medical attention after hours is available at Aldinga GP Plus After Hours Clinic on 8557 9555. They provide evening and weekend appointments. You may also contact [familyhomedoctor.com.au](http://familyhomedoctor.com.au) on 1300 695 628 for urgent after hours care.

Dr Reid is also available for urgent after hours care. He can be contacted by phoning the surgery number.

### **Website**

The MVFP website is full of information about our practice and other information you may need when attending our practice. It also has a range of external links to a wide range of health information.

### **Email**

MVFP has an email address that patients can use to send through simple non-clinical communication to staff and doctors. All relevant emails will then be stored in your patient record. The email is checked on a regular basis and emails received will be acknowledged in a reply and passed on. While we make every effort to keep your information secure, we remind patients that electronic communication and information can potentially be compromised and accessed outside our practice. Patients who communicate with MVFP through email do so at their own risk.

### **Feedback**

We strive to always provide high quality customer service and medical care. We are always seeking to improve what we do and expand the services we offer. If you have any suggestions as to how we can improve or if we have not met your expectations, we welcome your feedback.

For administrative matters of any significance please contact Margret Reid (Practice Manager) or Dr Reid (Practice Principal). If the matter is minor you can bring it up with any of our reception staff. Please remember our reception staff are not management and we expect them to be treated with courtesy at all times.

For clinical matters you have the option of taking it up with your treating doctor or with Dr Reid.

If you have a complaint about the care you have received, you may choose to contact the Health and Community Services Complaints Commissioner (HCSCC) South Australia on 8226 8666.

## **Services Provided**

The medical services provided at McLaren Vale Family Practice include:

- ✓ Full general medical care for the whole family
- ✓ Women's health
- ✓ Men's health
- ✓ Child and adolescent health"
- ✓ Antenatal care
- ✓ Allergy Desensitisation
- ✓ Chronic Disease Management (myhealthplan® lowHI®)
- ✓ Cold laser therapy
- ✓ Contraception Clinic (Implanon and Mirena insertion and removal)
- ✓ Investigations (ECG; fitness testing; lung function testing; Doppler testing; ultrasound screening)
- ✓ Occupational medicine/WorkCover
- ✓ Preventive medicine/lifestyle medicine
- ✓ Platelet rich plasma therapy
- ✓ Skin Cancer Clinic
- ✓ Sports medicine
- ✓ Travel Clinic
- ✓ Weight Loss Clinic (lowHI® and dietbydesign®)
- ✓ Exercise is Medicine®
- ✓ On-site pathology service (Clinical Labs)
- ✓ Wound care
- ✓ Acupuncture

## **40 plus Gym**

The 40 plus Gym has been established at MVFP to improve the health and well-being of patients of MVFP over the age of 40. The 40 plus Gym provides a range of classes in a caring, comfortable and accommodating environment, all of which are designed to help patients maintain their independence throughout the best years of their life. With no mirrors, no huge machines, no doof doof music, no muscle shirts, and no skimpy leotards you can feel comfortable in an environment that caters specifically to your health and fitness and rehabilitation needs. As small as a 10% improvement in physical fitness can have significant benefits to your health. Exercise is medicine!

The gym facilities are supervised and utilized by our Gym Director, Margret Reid. Our physio, Brendan Graves, oversees all gym activities.

Programmes are specifically tailored for your needs with achievable goals and ongoing supervision.

## MVFP Fee Schedule

As a general guide:

Service	Fee	Medicare	Out of pocket payment
Standard Consult Less than 20 mins	\$65.00	\$37.05	\$28.95
Long Consult 20 – 40 mins	\$100.00	\$70.30	\$29.30
Prolonged Consult Over 40 mins	\$130.00	\$103.50	\$26.50
Flu Vaccine	\$25.00	No rebate	

Procedures and "special" appointments (such as allergy clinic, skin checks) are charged at or above the scheduled fee. You will be advised of the fee prior to receiving the service.

### Our Team

#### *Doctors*

Dr Michael Reid

BMBS BSc MSc PhD DORACOG

Skin cancer medicine, chronic disease management, clinical nutrition and sports medicine, allergy desensitization.

Dr Matthew Brown

BMBS FRACGP Dip Rural Med

General medicine, chronic disease management and antenatal care.

Dr Serge Humen

MBBS

General medicine and occupational health.

Dr Shan O'Callaghan

MBBS, FRACGP, DCH

Women's Health, Paediatrics, musculoskeletal, family and general medicine.

Dr. Leslie Jordan

MBChB, DRCOG, CFPD, JCFP, MRCGP, FRACGP

Women's Health, Paediatrics, mental health and general medicine

#### *Nurses*

Denni Knudsen

Victoria Webber

*Staff*

Practice Manger  
Margret Reid

*Reception*

Yvette, Gill

*Allied Health*

Physiotherapist  
Brendan Graves

*Podiatrist*

Tri Ngo

*Mental Health Social Worker*

Astrid Robinson

**Updated January 2019**