

Practice Information

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
Web: www.mvfp.net.au

Opening Hours

Mon – Fri: 8:30am – 5:00pm
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

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 8:30am - 4:30pm 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. Phone consultations are also available for regular patients.

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 After Hours Clinic on 0410190291. They provide evening and weekend appointments. You may also contact familyhomedoctor.com.au on 1300 695 628 for urgent after hours care or Hello Home Doctor on 134 100.

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"
- ✓ Allergy Desensitisation
- ✓ Chronic Disease Management (myhealthplan® lowHI®)
- ✓ Cold laser therapy
- ✓ 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

- ✓

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	\$80.00	\$42.85	\$37.15
Long Consult 20 – 40 mins	\$150.00	\$82.90	\$67.10
Prolonged Consult Over 40 mins	\$220.00	\$122.15	\$97.85

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.

Nurse

Victoria Webber

Staff

Practice Manager
Margret Reid

Reception

Yvette, Jodie, Valma

Allied Health

Physiotherapist
Brendan Graves

Podiatrist

Tri Ngo

Mental Health Social Worker

Astrid Robinson

Updated April 16 2025

McLaren Vale Family Practice Privacy Policy

Current as of: April 2025

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

This Practice complies with the *Privacy Act 1988* and the Australian Privacy Principles set out therein and attached as Annexure 1 for reference.

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. We may also collect your personal information when you send us an email or SMS, telephone us or make an online appointment.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person

- other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with the Australian Privacy Principles and this policy
- with other healthcare providers
- when it is required or authorised by law (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. This may include paper records, electronic records and visual records (X-rays, CT scans, videos and photos).

Our practice stores all personal information securely. Electronic records are stored on password protected information systems with full cyber attack protection and are securely backed up on a regular basis. Any hard copy records are stored in secure cabinets. All staff are bound by confidentiality agreements which prohibit unauthorised disclosure of personal information.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing, which can be mailed to the practice manager, provided to reception in person or emailed to reception@mvfp.net.au. We aim to respond to all requests within 30 days. There is no fee for requesting access to your personal information, however we may charge an administration fee for processing your request. You will be advised of any fees prior to your request being processed. You can also contact the practice for more information regarding fees.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our

practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the practice manager, or by email at reception@mvfp.net.au

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing, which can be mailed to the practice manager or emailed to reception@mvfp.net.au. We will then attempt to resolve it in accordance with our resolution procedure and respond to you within 30 days.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Policy review statement

This privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. Any changes will be made available at reception. If we consider changes to be material all patients will be notified in writing, by mail or email.

Annexure 1

Australian Privacy Principles