

## Welcome to

### Rosedale Family Medical Centre

The team at Rosedale Family Medical Centre provide personalised and affordable healthcare to suit your needs. It is our goal to promote and enhance the health and wellbeing of others and to deliver a high standard of care for the best possible health outcomes.

Disability parking and wheelchair access with bathroom facilities available.

#### Opening Hours

Monday to Friday 8.30am – 5.00pm  
Saturday - Closed  
Sunday - Closed  
Closed Public Holidays

#### **AFTER HOURS:**

**Currently an after-hours service is not provided by our Doctors.** If you have concerns, please speak to your doctor.

#### **AFTER HOURS EMERGENCY CARE:**

Phone Emergency	<b>000</b>
Central Gippsland Health	03 5143 8600
Latrobe Regional Hospital	03 5173 8000
Nurse on call 24 Hours	1300 606 024
After Hours GP Helpline	1800 022 222
After Hours Health Access	1800 272 767

#### Medical Records

Medical records, Health and Medication Summaries are *strictly* private and confidential. These are not disclosed to any outside party without written authorisation, fees apply.

#### Medical

Dr. Petra Konowalous  
Dr. Alex Burk  
Dr. Nick Linklater

#### Nurses

Mrs. Anne Traill  
Ms. Laura Woodgate  
Mrs. Tara Blomquist

#### Specialist General Surgeon

Mr. Saifulla Syed

#### Administration

Practice Manager: Mrs. Elaine Ripper  
Reception: Mrs. Jacqui Wytkamp  
Mrs. Kelly Donchi

#### Dental Team

Dr. David McMahon  
Ms. Rachel Ripper  
Mr. Gilbert Nguyen  
Miss. Megan Missen Miss. Brianna Broughton  
Miss Kaylah Ivory

#### Additional Services:

Onsite Pathology 8.30am – 10.30am  
Audiology - HearCare and SleepCare  
Telehealth Connectivity for  
Psychologists Psychiatrists Specialists



# Practice Information

Phone: (03) 5199 2124  
Fax: (03) 9040 2060

95 – 99 Prince Street  
**Rosedale VIC 3847**

Postal Address:  
P O Box 109  
Rosedale VIC 3847

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

2024

### **Appointments**

We appreciate as much notice as possible to change or cancel your appointment. Non-attendance fees apply for missed appointments. Payment is required prior to scheduling any future Medical or Dental appointments.

Appointments can be made in person, by phone or online 24/7 at [www.rosedalemedical.com.au](http://www.rosedalemedical.com.au) When a longer appointment is required, please advise Reception staff to avoid extended waiting times for others.

### **Waiting Times**

Please advise Reception upon your arrival. Emergencies happen unexpectedly and cannot be avoided, which may cause delays. We will keep you informed of any expected waiting times and offer you the option to reschedule your appointment.

### **Vaccinations / Immunisations**

We provide all scheduled vaccinations. Please discuss with your doctor. Current COVID vaccinations also available.

### **Home Visits**

Home visits are available for those with considerable medical conditions. Please discuss this with your Doctor.

### **Procedural and Dressing Fees**

Wound care and procedural fees are dependent on the complexity of individual needs.

### **E-Health / MyHealth Record / MyMedicare**

Staff may ask if you need assistance with registration.

### **Prescriptions and Referrals**

Appointments are necessary for all repeat prescriptions and referrals.

### **Test Results**

Results will not be given over the phone; your doctor will request you to attend an appointment for all results.

The doctor will make contact if your results are urgent.

### **Reminder System**

Your consent is required to be included in our reminder and recall system. This will include a variety of Preventative Health Care Services appropriate to your individual care. If you do not wish to receive this service, please notify Reception.

### **Referrals to Specialists**

It is necessary to see your Doctor to obtain referrals to specialists. Your Doctor evaluates the urgency and then will arrange for you to see the specialist suited to your problem. A referral will contain details including medical history, current medication, allergies and any relevant test results. If you prefer a specific specialist, discuss this with your doctor.

### **Payment on Day**

We are a Private Practice, our specialist General Practitioners Bulk Bill consultations for patients who are only aged 16 years and under. Payment for consultations are expected to be paid on the day. We also claim your Medicare rebate refund for you at the same time.

### **Pathology**

Collection available on site between 8.30am – 2.30pm weekdays. Bookings are essential.

### **Costs of other Services**

If you are referred to other health professionals, you may incur a cost and be expected to pay on the day for services. Please ask Reception if you have any queries.

### **Telephone Contact**

We understand that occasionally you may wish to speak to your Doctor. You can leave a message with the Reception staff to request your Doctor to call you back in a timely manner. Telephone appointments are available upon request, standard consultation fees will apply.

### **Communication Via Email**

Emails are checked periodically throughout the day and will usually be actioned within one business day. Please do not email us regarding an urgent matter.

### **Translating Interpreting Services**

Phone interpreting services via TIS are available by calling 131 450. Interpreter language list available upon request at reception.

### **Additional Services**

Rosedale Family Medical Centre provide an extensive range of healthcare including

- Specialising in Skin checks, procedures, lumps and bumps
- Health Assessments
- Chronic Disease Management

### **Visiting Health professionals:**

- Sleep Care and Hearing Assessments
- Telehealth
- Specialist Surgeon

### **Suggestions / Questions / Complaints?**

We endeavour to provide personalised and caring services to all patients.

If you have a question or a problem, please feel free to talk to your Doctor or Reception Staff.

For your convenience, we have a suggestion box located in the waiting room.

However, you may wish to take complaints to the Victorian Health Complaints Commissioner who you can phone on 1300 582 113.