

BCH Services Guide - Doctors Clinics

NOW TAKING NEW PATIENTS

The four Doctor's Clinics provide a full range of general practice medical services. Our General Practitioners and Practice Nurses are committed to improving medical care for patients in regional and rural communities in Ballarat and the surrounding district.

The Clinics adopt a friendly, non-judgemental approach in the delivery of examinations, treatment advice and referrals. Committed to both health promotion and prevention our clinics utilise a range of internal and external providers to deliver comprehensive care.

Contacts

Reception is available Mon to Fri 8.30am– 5pm. Appointments are scheduled between 9.00am and 5.00pm Monday to Friday with the Wendouree clinic also open on Sundays from 9.15am to 12.30pm.

- Via phone on **(03) 5338 4585 - All clinics**
- Via facsimile on (03) 5336 1613
- Via email to gpclinic@bchc.org.au

Appointments are necessary

An answering machine will take messages if unattended. Please leave a message and your call will be returned.

After Hours GP Helpline

After hours care is provided by the **After Hours GP** help line by calling **1800 022 222**.

Nurse-on-call help line provides expert health information to Victorians 24 hours a day by calling **1300 60 60 24**

Urgent matters should be directed to Ballarat Health Services, Emergency Department on **5320 4275** or by calling '000'

Clinic Locations

LUCAS	SEBASTOPOL	WENDOUREE	SMYTHESDALE
12 Lilburne Street, Monday to Friday 8.30am to 5.00pm book online now	260 Vickers Street Monday to Friday 8:30am to 5:00pm book online now	10 Learmonth Road Monday to Friday 8:30am to 5:00pm book online now	19 Heales Street Monday to Thursday 8:30am to 5:00pm Friday 9:00am to 5:00pm book online now

Consultations

Staff will ask a set of questions to ensure every effort is made to allocate the appropriate time. Allowance for urgent and longer appointments will be made in all consulting sessions.

Services

Our clinic comprises of a team of Doctors and Practice Nurses offering a range of services.

The following list is an example of the services offer to patients:

- General check-ups
- Women's and men's health

- Care planning
- Family planning
- Vaccinations
- Minor surgery
- Skin checks and liquid nitrogen
- Counselling and mental health plans.
- Interpretation Service

Practice Nurse services include:

- Blood taking
- Wound management
- Immunisations
- Women's Health screening
- Adolescent health

Community Health also offers a variety of complementary services and programs at no or minimal cost, for example:

- Physiotherapy & Exercise Programs
- Podiatry
- Dietetics
- Diabetes Education
- Chronic Disease Management
- General Counselling
- Drug and Alcohol Counselling

Fees

Our practice welcomes both public and private patients. Patients with a current concession card and people under sixteen will be bulk billed. Non-concession card holders will be asked to pay their accounts on the date of consultation. The claim will be sent to Medicare by our Reception staff for the rebate to be paid to you. In most instances this will involve an out of pocket fee of \$10.00.

Some procedures/services may attract an additional fee. These fees will be discussed before they are incurred.

Patients without a Medicare Card will be asked to pay the full account on the day of consultation. EFTPOS and cash payments are accepted.

Patients are responsible for payment for any fees from outside providers they may be referred to. Costs will be obtained and given to patients in writing when making the appointment or referral.

No patient will be denied a service if they are unable to pay a fee.

Cancellations and missed appointments

Alteration or cancellation of appointments must be made 24 hours before appointment. All missed appointments will be recorded.

Parking

Parking is available including disabled parking at each clinic.

Transport

Public transport can be taken to each site;

Lucas - Catch the No. 15 Sturt Street West bus, stopping corner Sturt Street and Dyson Drive, Lucas. Our building is adjacent to Woolworths Supermarket.

Sebastopol - catch the No. 19 Delacombe/Sebastopol bus stopping at the front door of Community Health, or No. 12 Ballarat Davis Bus and dismount at the corner of Albert and Vickers Street.

Wendouree – catch either No. 1 Wendouree West, No.16 Lake Gardens, No. 17 Miners Rest or No. 6 Webconna and dismount at stop closest to corner of Learmonth Road and Gillies Street (Near Harvey

Norman/Stockland Shopping Centre) Then walk one block west up Learmonth Road.

Smythesdale - Occasional VLine services stop at Smythesdale. Please check timetables for details

Telephone Access to Doctors

Doctors in the Practice may be contacted during normal surgery hours. If the Doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the Doctor will return your call. Your call will always be put through to the Doctor in an emergency.

Results and reminders

Following referral for tests, your Doctor will advise you when results will be available. Please call the clinic to obtain results. If your test result requires follow up by the Doctor, our Customer Service Staff will contact you as soon as possible to arrange a follow up appointment. Reminders can be set on request to remind you of consultations. A recall service is also available to remind you of preventative health checks/screening appointments and/or care plan reviews. Please ask staff about these services anytime.

Privacy

Your confidentiality and privacy are maintained, this includes the confidentiality of young people. You will be made aware of any circumstances that legally requires the clinic to disclose information. A full copy of our privacy policy is available from reception. [bch_privacy_brochure_.pdf](#)

Managing your health information

Patients of our practice have the right to access their personal health information in accordance with the Australian Privacy Principles and the Health Records Act 2001.

On request for access to personal health information, our practice documents each request and endeavours to assist patients in granting access where possible and according to the privacy legislation. Staff will forward the patient request to the patient's Doctor to check for exemptions.

Exemptions to access must be noted and each patient or legally nominated representative must have their identification checked prior to access being granted. A full copy of our policy is available from Reception.

Practice Improvements

Many of our patient have participated in surveys to assess the quality of our services and facilities. BCH is always pleased to receive feedback and to hear patient concerns.

In response to concerns and as ways of improving services the following changes have occurred:-

Introduced check-in kiosks for our patients to record their attendance, saving the need to wait at the front desk.

Redesigned elements of the phone system to provide extra capacity and reduce the likelihood of waiting for a call to be answered.

A major refurbishment of the Coinda site will occur later this year to provide modern facilities, more consulting rooms and other facilities to meet patient needs.

We value your feedback

We invite patients to complete feedback questionnaires located in the waiting rooms and reception areas of our practice. Information collected from the feedback will be used for future planning of practice facilities and services. Written acknowledgment of feedback will be sent on request. [Feedback form.](#)

Should the complaint not be resolved to your satisfaction please contact;

THE OFFICE OF THE HEALTH SERVICES COMMISSIONER

Phone (Toll Free) – 1800 136 066

Or via their website at: <http://www.health.vic.gov.au/hsc/complaint.htm>

The content of this page has been prepared to

comply with the Medical Board of Australia Code of Conduct.

Womens Health & Pap Clinic

Ballarat Community Health (BCH) acknowledges that Ballarat and the surrounding districts have the lowest cervical screening rates in Victoria, and has responded to this by establishing several nurse-led Pap Test clinics based at our Lucas, Cooyinda, Sebastopol and Smythesdale sites.

We have a number of qualified Nurse Pap Test Providers who are credentialed through PapScreen Victoria to provide this service.

In addition to performing Pap Smears, the Nurse Pap Test Provider can refer clients to other services, and provide education and health promotion around the areas of sexual and reproductive health, breast health, menopause and continence.

Services include:

- Pap smear testing
- Women's health issues
- Breast Health information
- Sexual health information
- Referral to Sexual Health Clinic and other services and programs at Ballarat Community Health
- Follow up of results and referral as appropriate

Program Information

Who is it for?

Women 18 years and over

How much time will it take?

45 minutes

When is it held?

Tuesdays 2.00-5.00pm

Where is it held?

Ballarat Community Health – Sexual Health Clinic, [Lucas](#)

Who provides it?

Community Health Nurse



How do I get into the program?

Phone Ballarat Community Health on 5338 4541 to speak to Intake Staff