



## **PRACTICE INFORMATION SHEET**

Plexus Medical & Cosmetic

663 Chapel street, South Yarra 3141

Phone: 03 9826 5107

Fax: 03 9826 5108

Email: [info@ogam.com.au](mailto:info@ogam.com.au)

Web: <https://plexushealth.com.au/medical-centres/south-yarra/>

After hours number: Doctor Doctor (132660)

Private billing clinic

### **Practice hours:**

Monday 9am- 6pm

Tuesday 9am- 6pm

Wednesday 9am- 6pm

Thursday 9am- 6pm

Friday 9am- 6pm

Saturday 9am - 3pm

Sunday - Closed

\*Closed Sunday and public holidays

### **Practice Services:**

Services available at Plexus Medical & Cosmetic include:

Medical services

General practice

Female health

Male health

Child health

Pregnancy/ antenatal care

Weight management

Travel medicine

Vaccinations

Allied health: psychology, Audiology and Nutrition

Minor surgical procedures (eg removal of skin lesions, Implanon insertion/ removal)

Cosmetic services

Anti wrinkle injections  
Dermal filler injections  
Fat dissolving injections  
Microdermabrasion  
Facials and peels  
Needle rolling  
Vascular laser  
Skin tightening  
Laser resurfacing  
Laser skin rejuvenation  
Skin threading

Skin services  
Skin cancer management  
Rosacea  
Scarring  
Lumps and bumps  
Pigmentation  
Vascular

There is a range of posters, leaflets, and brochures about health issues relevant to the community available for all of our patients via the:

- Waiting room TV
- consultation rooms
- practice website

### **Appointments:**

Please ring (03) 9826 5107 for an appointment. Every effort will be made to accommodate your preferred time and GP. Alternative methods include booking online through our website.

Private GP appointments are 15 mins in duration.

Longer consultation times are available; if you require completion of forms, have complex or severe issues to discuss, or need a procedure of any kind, including Pap smear or implanon, immunisations etc then please ask our receptionist for extra time.

If you or a family member requires an interpreter service, please let us know when you make the appointment.

### **Care outside normal opening hours**

Out of hours emergency medical care can be obtained by contacting our locus service, **Doctor Doctor in 13 26 60** This service is bulk billed.

#### Telephone access

GP's are unable to be contacted during consultations. Telephone consultations via an arranged appointment.

During business hours patients may speak to our practice nurse, however specific details will not be provided unless consent is given from the provider.

#### **Scripts and referrals to specialists without appointments**

To maintain quality healthcare service, a consultation with the doctor is required to determine the appropriateness of each request for referral or prescription, even if it is an ongoing concern.

Only under exceptional circumstances will an urgent script or referral be provided.

There is a fee for this service. Please contact reception.

#### **Getting Results of any test or procedure**

Your Doctor will advise when they expect to receive results at the practice.

Results may be provided to you in a number of ways.

Nurse or GP to contact you by phone

You may be asked to arrange an appointment to discuss results with your doctor.

#### **Reminder system**

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care.

#### **Management of you personal health information**

Your medical record is a confidential document. It is our policy to maintain the security of personal health information at all times to ensure that this information is only available to authorised members of staff.

We abide by the National Privacy Principles. [For further information visit www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 336 002

A copy of our privacy information documentation is available from our reception staff and is also available on our website [www.ogam.com.au](http://www.ogam.com.au)

### **Immunisations**

Childhood vaccines are bulk billed during the week with a valid Medicare card

Travel vaccines include hepatitis A + B, typhoid, polio, tetanus and many others. Our practice is accredited to provide yellow fever vaccination; which is required to travel to Africa and South America.

In some cases 2 appointments may be necessary - as not all vaccinations are kept on the premises.

### **FEES/ (out of pocket in brackets)**

Standard consultation \$89.75 (\$39.75) \$50 out-of-pocket  
Long/ extended consultation \$126.95 (\$76.75) \$50 out-of-pocket  
Extra long consultation \$163.30 (\$113.30) \$50 out-of-pocket  
Psychology services standard \$200  
Psychology after hours/ weekend rate \$230

### **Medicare rebate**

Using our easy claim system, Medicare is able to pay the rebate directly into a patients cheque or savings account. (Patients must provide current Medicare information.)

Any Procedures or patients without Medicare are privately billed without a rebate and may be higher than standard fees.

Doctors will advise patient out of pocket expenses prior to any procedure.

### **Additional costs**

There may be additional costs for tests and visits to specialists, pathologists, and radiologists. Please enquire during the consultation.

### **Late cancellations/ No shows for booked appointments**

We would appreciate that you give as much notice as possible of your inability to attend your appointment. If you book and fail to attend without notice, a non-attendance fee may be charged.

Fees for late cancellation are:

\$75 standard consultation  
\$100 cosmetic consultation

### **Smoking policy**

This practice has a strict no smoking policy

### **Your rights**

This practice prides itself on quality healthcare. If you have any questions, concerns or complaints we would be happy to hear from you. Alternatively you can also place a comment in the suggestions box. Please contact the Practice Manager by phone or in writing with the details above if you are not satisfied with the service provided. Alternatively, you can contact the health complaints commission on 1300 582 113, Level 26/ 570 Bourke street, Melbourne  
Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

Aboriginal and Torres straight patients are welcome in our practice; please advise staff if you wish to be identified in your health record.

Updated 19 August 2022