

## 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://plexussouthyarra.com.au>

After hours number: Doctor Doctor (132660)

Mixed-billing clinic

### Practice hours:

Monday 8:30 AM – 6:00 PM

Tuesday 8:30 AM – 6:00 PM

Wednesday 8:30 AM – 6:00 PM

Thursday 8:30 AM – 6:00 PM

Friday 8:30 AM – 6:00 PM

Saturday 8:30 AM – 3:00 PM

Sunday - Closed

\*Closed Sunday and selected public holidays

### Practitioners:

**Dr. Dae Kwon** combines his wealth of experience in Specialist General Practice, with his vast knowledge and skill as Cosmetic and Skin Cancer Physician in his day-to-day practice. His exceptional skill in both fields gives him a unique perspective informing his approach. He has extra skill, training and experience in Obstetrics and Women's health.

**Dr. Olivia Khatharina** contributes to the team by providing the same world-class standard in Specialist General Practice as our other specialists. She leaves no stone unturned in her methodical but warm approach when collaborating on her patients with their health.

**Dr. Shirin Anbarjafari** is a Specialist in General Practice who has a strong interest in all aspects of primary care in addition to her work in Occupational Health and Insurance assessments. She has a genuine and thorough approach to caring for her patients which is often remarked upon.

## **Practice Services:**

Services available at Plexus Medical & Cosmetic

### Medical services:

- General practice
- Women's health
- Men's health
- Child health
- Pregnancy/antenatal care
- Weight management
- Travel medicine
- Vaccinations
- Allied health: Psychology, Audiology, Physiotherapy and Nutrition
- Minor surgical procedures (e.g., removal of skin lesions, implanon insertion/removal, IUD 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
- Consulting rooms
- Practice website

### **Appointments:**

Please use our website booking link, the HotDoc app or ring (03) 9826 5107 for an appointment. Every effort will be made to accommodate your preferred time and GP.

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 tests 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.

## **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.

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

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

We are a mixed billing practice. There is no fee to you for GP consultations if you hold a pension or concession card or are under 16-years of age. This does not apply to skin checks or procedures.

Otherwise, the following fees apply.

(Rebate in brackets):

- Standard consultation \$66.40 (\$41.40) \$25 out-of-pocket
- Long/ extended consultation \$105.10 (\$80.10) \$25 out-of-pocket
- Extra-long consultation \$143.00 (\$118.00) \$25 out-of-pocket
- Psychology services standard \$280 (\$137.05) \$142.95 out-of-pocket

## **Medicare rebate**

Using our easy claim system, Medicare is able to pay the rebate directly into a patient's 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:

\$50 standard consultation

\$250 cosmetic consultation

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

## **Smoking policy**

This practice has a strict no smoking policy

## **Management of your 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 <https://plexussouthyarra.com.au>

## **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. Please contact the Practice Manager by phone or in writing via email with the details above if you are not satisfied with the service provided or have suggestions.

Your other avenues to raise concern include:

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)

Australian Health Practitioner Regulation Agency on 1300 419 495

<https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx>

Mental Health Commission

<https://www.mhcc.vic.gov.au/>

<https://mhcc.resolve.hosting/prod?entitytype=Case&layoutcode=ComplaintWebForm>

Updated 4 March 2024