

Practice Information Sheet

William Street Clinic is an established private billing practice, situated in the legal precinct of the Central Business District of Melbourne. The clinic is widely recognised for the welcoming and professional manner of its practice team who together have developed a reputation for exemplary service to their patients.

Address and Contact Details

Suite 1 Mezzanine Level
181 William Street
MELBOURNE VIC 3000
Tel: 03 9670 4011
Fax: 03 9670 2291
Email: reception@williamstreetclinic.com.au
Website: www.williamstreetclinic.com.au and online bookings

Practice Opening Hours

(extended in response to patient feedback)

Monday:	8.00am to 5.00pm
Tuesday:	8.00am to 5.00pm
Wednesday:	8.00am to 5.00pm
Thursday:	8.00am to 5.00pm
Friday:	8.00am to 4.00pm
Saturday:	Closed
Sunday:	Closed
Public holidays:	Closed

The Practice Team

Our General Practitioners

- Dr Harry Imber MBBS (Mon, Wed, Thurs, Fri)
Special interests include women's health, men's health, psychological and sexual counselling, preventative health
- Professor Leon Piterman AM MBBS, MD MMed, MEDSt, FRCP (Edin) FRACGP (Tues and Fri mornings)
Special interests include internal medicine, cardiovascular disease and mental health
- Dr Meridee Flower MBBS (Hons), B Med Sci (Hons), FRACGP, MRCGP (UK), DFFP (UK) (Tues and Fri afternoons)
Special interests include sexual health, family planning

Our clinical and non-clinical support staff

- Ms Jacinta Cooke, Practice Nurse
- Karen Tuttleby, Practice Nurse
- Ms Enza Percoco, Receptionist
- Mrs Paula Davey, Practice Manager

Co-located Services at the Premises

Dr Leila Zamani DDS, Dentist
Ms Rosalie Ferrara, Sports Massage Therapist (Friday)

Our Services

Women's and men's health	Executive health checks
Chronic disease care	Cardiology management
Diabetes management	Mental health care
Psychological counselling	Sexual health/counselling
Lifestyle and preventative health	Pre-employment assessments
Diet/weight management	Industrial medicine
WorkCover management	LGBTQI health
Pathology services	Vaccinations/travel health

After Hours Care

William Street Clinic is registered with a medical deputising service whose GP's provide in-home after-hours care - call:

- Doctor Doctor – Tel: 13 26 60

Their GP's offer bulk billing services to patients.

After-hours home visits are available to patients living within a 2 km radius of the clinic at a fee of \$400.

Alternatively, immediate expert non-emergency health advice can be obtained over the phone from a registered nurse, 24 hours a day, 7 days a week at no cost by contacting:

- NURSE-ON-CALL - Tel: 1300 60 60 24
- HealthDirect - Tel: 1800 022 222 (call back by a GP may be offered if needed)

Medical Emergencies

For all emergencies dial 000

The closest hospital emergency departments (EDs) to William Street Clinic, operating 24 hours a day, 7 days a week, are:

Royal Melbourne Hospital 300 Grattan St, Parkville ED: 9342 7009, 9342 4890	Royal Women's Hospital 20 Flemington Rd, Parkville ED Tel: 8345 2000
Royal Children's Hospital 50 Flemington Rd, Parkville ED Tel: 9345 6592	Epworth Hospital 62 Erin Street, Richmond ED Tel: 9506 3000
Alfred Hospital 55 Commercial Rd, Prahran ED Tel: 9076 3405	St Vincent's Hospital 41 Victoria Parade, Fitzroy ED Tel: 9231 4356

Appointments

Appointments can be made by calling the clinic on 03 9670 4011 or online either via our clinic's website or the Health Engine booking portal: <https://healthengine.com.au/medical-centre/vic/melbourne/william-street-clinic/s57964>

Upon your arrival at the clinic, you will be greeted by our receptionist who will use at least three approved patient identifiers to correctly identify you and your clinical information.

If you are unable to make your pre-booked appointment, please cancel online (if booked through Health Engine) or call the clinic on 9670 4011 to cancel. Please give us as much advance notice as possible of your cancellation enabling that timeslot to be taken by another patient. If you leave a voicemail message or send us an email either during business hours or after hours, we will respond in a timely manner.

If you, or the person visiting the clinic, requires an interpreter service, please advise us at the time of booking and we can assist if you are unable to organise. Please see the Interpreter Services section (overleaf) for more information.

While our doctors try to avoid running late, complex medical problems, interruptions or unforeseen medical emergencies may cause unavoidable delays. We recognise your time is important and apologise for any delays and inconvenience that may be caused.

Fees and Billing (as at 1 August 2019)

Length	Fee	Medicare rebate
Short consultation (up to 10 minutes)	\$49.00	\$17.50
Standard consultation (15 minutes)	\$89.00	\$38.20
Long consultation (30 minutes)	\$156.00	\$73.95
Full medical consultation (60 min)	\$230.00	\$108.85

Consultation fees are payable at the end of your appointment ensuring immediate processing of your Medicare rebate

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directly to your bank account. Bulk billing is available to eligible concession card holders (Pensioner or Gold DVA card).

Reminders

Our clinic supports a proactive approach in preventative healthcare. We use an on-line reminder system to advise all our patients of their upcoming appointment time that also includes specialist assessments such as chronic health checks, pap tests for cervical cancer screening, skin checks, stress tests or any other relevant health checks. Patients can elect to opt out of the reminder system by notifying our receptionist.

Immunisations, Vaccinations and Injections

If you require one or more of the above, please advise us when booking your appointment. If you require vaccinations due to impending travel in other countries, please make an appointment at least six weeks prior to your departure. During a consultation, your GP can recommend what vaccinations are required for the countries in which you intend to travel.

Our GP's and nurses are also available for off-site visits to workplaces to administer annual seasonal influenza injections.

Health Assessments

William Street Clinic provides a number of preventative health services and medical assessments in accordance to our patients' needs. A health assessment can help patients to maintain good health and prevent future ill health. Health assessments that are provided by our GP's include the following:

- Over 75's Health Check
- People aged 45 to 49 years who are at risk of developing chronic disease
- Health assessments for Aboriginal and Torres Strait Islander People
- Intellectual disability
- People aged 40 to 49 with a high risk of developing Type 2 diabetes
- Health Assessment for former Australian Defence Force (ADF) Personnel
- Department of Veteran's Affairs

Pathology

Clinical Labs is a leading provider of diagnostic services and they undertake our pathology services with twice daily sample collections and next day results. They perform tests enabling our treating doctor to diagnose disease, guide treatment pathways, monitor disease progression and eventually to confirm patient recovery.

Results

A normal test result is not routinely conveyed to you. If your test result is not diagnosed as 'normal', you will be contacted by the practice nurse via phone call/SMS or by mail if these attempts are unsuccessful. The nurse will advise if you are required to make an appointment with the doctor to discuss your results.

Our nurse is unable to discuss results over the phone if the doctor has specifically requested a follow-up appointment is required. The clinic does not email test results to patients but a copy of your results can be picked up by arrangement following approval by your doctor. Please note this may incur a fee. Results will not be given to a third party without permission.

Interpreter Services

Our clinic endeavours to accommodate the needs of deaf and non-English speaking patients as best we can. The National Translating and Interpreting Service (TIS) Doctors Priority Line is available 24 hours a day by calling 1300 131 450. Our clinic

is registered with TIS National. More information about this service is available at: www.tisnational.gov.au.

If an interpreter is required for a patient who is deaf and uses Australian sign language (AUSLAN), please visit www.nabs.org.au to book an interpreter and then advise our receptionist.

The National Relay Service allows people who are deaf, hard of hearing and/or have a speech impairment to also make and receive phone calls. Several options are available - see: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>.

Patient Health Information and Privacy

The policy of our practice is to maintain security of our patients' personal medical records at all times and to ensure that their information is only available to authorised members of staff.

William Street Clinic is committed to your privacy and we take our privacy obligations seriously. Our practice complies with the standards set out by the Privacy Act (1988) and the Australian Privacy Principles. Our privacy policy, available on request, is to provide information to our patients on how your personal and health information is collected and used within our practice, and the circumstances in which we may share it with third parties.

Our clinic takes all reasonable steps to safeguard patient information when sending information to patients, health organisations or third parties by email, as with any other types of communication. Please be aware of the risk that information you request be sent by email could be read by someone other than yourself or the intended recipient.

Worker's Compensation / Vehicle Accidents

If you have sustained an injury at work or in a motor vehicle accident, you will be responsible for paying your account in full. William Street Clinic will bill the workplace or insurer direct only if a claim number is provided and liability has been accepted. Any shortfall in moneys received will, however, remain the responsibility of the patient along with any administrative costs, account keeping fees or debt collection fees.

No Smoking

William Street Clinic has a No Smoking Policy. Smokers are advised not to smoke within 10 metres of our practice for the health of other patients or visitors entering or leaving the clinic.

Patient Feedback and Complaints

Patients have a right to provide positive or negative feedback on a confidential basis about William Street Clinic and its provision of services. Your suggestions to improve the services provided by our practice are welcomed. We encourage patients to fill in a suggestion form or complaints form, located at the reception desk, or to provide feedback to the practice manager by email for a timely response. Please email: info@williamstreetclinic.com.au.

Should you encounter any problems with the practice that you would prefer to pursue externally, you should feel free to contact the Health Complaints Commissioner by phone on 1300 582 113 or alternatively via their online form at: <https://hcc.vic.gov.au/make-complaint>.

Taxis and Accessibility

William Street Clinic is wheelchair accessible. A ramp leads from the corner of William St and Lt. Bourke St directly to the clinic. Patients using wheelchairs are welcome to ask us to call a maxi taxi for them - 13cabs (Tel 03 9277 3877) or Silver Top Taxis (Tel 03 8413 7202). We will also assist any of our patients requiring transport by a taxi sedan - 13cabs (Tel 13 1008) or Silver Top (Tel 13 5000).