

Our Doctors:

Dr Param Ramanathan

Dr Rachna Shankar

Dr Sayan Thavaratnarajah

Dr Logan Poopalapillai

Services we provide:

- General and Occupational Medicine
- Family Medical Care
- Women's Health Nurse (Pap Smears, Antenatal Care)
- Paediatric Medicine
- Children's Vaccinations
- Traveler's Health – Vaccinations and Overseas advice (fees may apply)
- Skin Treatment including Minor Procedures including Skin Lesions
- Counselling offered by Clinical Psychologist (fees may apply)
- Female Doctor are available at different sessions throughout the week during normal clinic hours
- Onsite Chiropractor (fees may apply)
- Onsite Physiotherapist (fees may apply)
- Onsite Pathology

Medicare Bulk Billing available

An additional fee may apply for some vaccines that are not covered by Medicare or the Victorian Immunisation Schedule. During your consultations you will be informed of any out of pocket costs involved for certain tests and procedures. For clarification on fees and charges, please contact our Reception staff.

Online Booking

You can now make appointments online via

- Our website www.lifelinemedicals.com.au
- www.healthengine.com.au or
- Download  HealthEngine App on your smartphone and/or tablet.

You can view all available appointment and book a time best suited to you. Also receive instant booking confirmation and email reminding you of your next appointment.

Patient Files

All patient documents are private and confidential. It is Lifeline Medicals policy to maintain the security of personal health information at all times and to ensure that information is only available to authorized members of staff.

Lifeline Medicals abides by the Australian Privacy Principles (available to view www.privacy.gov.au).

If you wish for your medical records to be transferred to Lifeline Medical a 'Patient's Signed Authority Form' is to be completed and signed.

If you wish for any information to be released you are required to sign an 'Authority and Consent for Release of Medical Information Form'.

After Hours Care

To speak to be doctor for **non-urgent** medical advice please call 0469 411 449.

For all after hour emergencies please contact 000 for ambulance or go to the nearest Emergency Department.



28 Main Street,

Romsey VIC 3434

Ph: 03 5429 3543 Fax: 03 5429 3957



Practice Information

Practice Hours

Monday to Friday

08:00AM to 08:00PM

Saturday and Sunday

09:00AM to 05:00PM

28 Main Street,

Romsey VIC 3434

(Crn White Ave & Main Street)

Phone: 03 5429 3543

Fax: 03 5429 3957

www.lifelinemedicals.com.au



Welcome to Lifeline Medicals, Romsey.

We are committed to comprehensive general practice care to all individuals and families in the community.

Our consulting hours

Week days 08:00AM to 08:00PM

Weekends 09:00AM to 05:00PM

Reception

On arrival, please check-in with reception as your entry may go unnoticed.

Please inform the receptionist of any changes to your address, contact number/s or Medicare card details.

Our waiting room offers magazines, educational materials to read and TV to watch. Toys in the play area are available but for consideration of others, are not to be removed from the play area.

Appointments

Consultation by appointment is preferred but we accept walk ins. Walk-ins will be fitted in at the earliest appointment available. Urgent medical problems do take priority, such as injuries.

When making an appointment please indicate the name of patient to be seen, whether the consultation is in regard to a Work Cover related issues, insurance medical examination/report, pap smears, counselling, if more than one family member is to be seen, procedure required or any complex/multiple problems or overseas vaccination.

These consults may require a longer consultation or for the most appropriate specialised Doctor to be allocated to you. We do ask you to please be mindful if your doctor is running behind time.

It may be necessary to explain the billing arrangements to you. Medicare may not make payment for some services. If you are unable to keep an appointment, please let us know and we can reschedule or cancel your appointment.

Test Results

Results usually take two to three business days to be received from contracted pathology and medical imaging companies.

If there are *abnormalities* with your results, you will receive a text message from our clinic. A phone call will be to the nominated number on your file for *urgent* results.

It is the **responsibility of the patient** to follow up their results if not contacted by our clinic.

It is our policy for medical imaging results that a consult with your GP is booked prior to releasing results. This is to ensure you fully understand the results and further management can be organized if required.

If results are not collected within three (3) months the hard copy will be destroyed.

Communication Policy

We strongly urge you to make an appointment for all prescriptions as repeat prescriptions will not be issued by phone request. This decreases the risk of error such as drug name and strength of medications.

Drug interactions and control checks on your health problems need to be made by your Doctor. Your doctor will need to know all your current medications to ensure no contradictions occur.

Routine phone calls to Doctors are not encouraged. All calls will be screened by the nurse on duty. Urgent calls will be put through to the Doctor when available. Routine calls may be returned at the end of the practice day.

Lifeline Medicals does not transfer patient information via email unless it is securely encrypted according to industry and best practice standards.

Procedures

We perform many minor surgical procedures if required, such as, removal of moles/skin lesions, treatment of simple fractures, wart removals, nebulizer, pap smears and ECGs. Please inform staff as a longer appointment is required.

Reminder System

Our practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to take part of this system please let our staff know.

Home Visits

It is always desirable for patients to be seen at our clinic in order for our Doctor to examine and treat you efficiently where all facilities are available.

However, home visits can be organized if the following criteria is met:

- Regular patient of Lifeline Medicals.
- Live within a 20 kilometer radius of this practice.
- Environment is deemed safe and reasonable.
- Minimum of three (3) hours notice prior to visit within consultation hours.
- Acutely ill
- Immobile
- Elderly
- No means of transport
- Unable to access the practice facilities due to disability.

Complaints

Lifeline Medicals acknowledges that patient complaints and satisfaction are an important source of customer feedback and affects health outcomes.

Please inform our Practice Manager, one of our staff members or complete a patient feedback form. All form submitted can be anonymous.

