

Practice Information Sheet

1. Contact Details:

The Boulevard Family Practice
24 The Boulevard, Thomastown 3074
Ph: (03) 9466 2566
Ph: (03) 9466 2043
Fax: (03) 9466 3030
www.boulevardfamilypractice.com.au
admin@boulevardfamilypractice.com.au

2. List of practitioners:

GPs:

Dr Mehdi Al-Zaini, M.B.C.H.B., F.R.A.C.G.P.

Male doctor. Vocationally registered. Founded the practice in 2018. He has been practising as a VR doctor since 2007. Has special interest in:

- Family medicine
- Paediatrics
- Skin disease

Speaks English and Arabic.

Nurses:

- **Mary Tedford RN Division 1- EN Division 2**
Bachelor of nursing VIC UNI 2011
Cert 4 in nursing including medication admin – VIC UNI – 2009
Cervical screening certificate – cancer council VIC – VCS - 2014

Admin Staff:

- **Mohamed Al-Zaini – Practice Manager**
- **Hermie Lopez- Receptionist**
- **Giovanna Falvo-Messina – Senior Receptionist**
- **Seadet Salioski - Receptionist**

3. Consulting hours:

Appointments are necessary. We also accept walk-ins where time permits. All patients are encouraged to call clinic to make an appointment. Walk-in patients will be advised if any appointments are available, if they can be seen on the day, and wait time.

Monday 9:00am – 5:00pm

Tuesday 9:00am – 5:00pm

Wednesday 9:00am – 5:00pm

Thursday 9:00am – 5:00pm

Friday 9:00am – 5:00pm

Saturday – Closed.

Sunday – Closed.

4. Details of arrangements for care outside normal opening hours:

Patients referred to 13SICK national home doctors when our clinic is closed.
In case of emergency, patients advised to go Hospital or ring 000.

5. Practice's billing principles

- Mixed billing practice
- Accept overseas student's health, overseas visitors.
- All patients pay a gap fee of \$25 for consultation (except for concession card holders and youth under age of 16)
- Private patients (\$65 during hours, and \$75 after hours)
- Private fees vary according to treatment (Surgery, Vaccination, Consultation)
- Cash/EFTPOS available
- HICAPS available

6. Practice's communication policy, including when and how we receive and return telephone calls and electronic communications:

Telephone:

- All telephone calls answered by our reception staff.
- All phone calls are answered during clinic operating hours.

- Telephone calls from patients will not generally be put through to doctors unless it is an urgent/emergency call.
- Our reception staff are happy to take messages or assist you with any general questions.
- If you have a medical question after seeing one of our doctors, you can speak with the nurse/or doctor and they will discuss your concerns.
- Normally our nurses/doctor will return your call later the same day.
- If you have an urgent medical problem, then our nurses will try to organise an urgent appointment with the doctor.
- Due to COVID-19 pandemic, telephone consultations are carried out and patients are encouraged to make an appointment. This is introduced due to the COVID-19 pandemic and to keep all patients safe.

EMAILS:

- Email communication regarding patient healthcare is discouraged as it is not a secure way for patient privacy.
- We do NOT provide any medical advice via email.
- If a patient needs medical advice they are encouraged to call or visit the clinic, or when we are closed, if an urgent response is required, visit local hospital.
- patients can use Email to send through simple communications.
- email disclaimer is inserted into the signature of all practice emails, patient communicating via email, do so at their own risk.
- All emails acknowledged and passed to addressee.
- Emails are reviewed daily, with response time of 24 hours.
- All relevant emails will be stored in your patient record.
- Patients are informed of the risks associated with electronic communications.
- Our practice adheres to the Australian Privacy Principles (APPs), the Privacy Act 1988, Privacy and Data Protection Act 2014 (Vic) Health Records Act 2001 (Vic)
- Patients have the ability to book through our online booking system (our website, HealthEngine, or HotDoc)
- Disclaimer below need to be added in email signature:

“IMPORTANT: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this E-Mail in error, please notify the sender. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute, or copy this E-Mail. Please notify sender immediately by E-Mail if you have received this E-Mail by mistake and delete this E-Mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.”

Facsimiles:

Our Practice uses Fax as its main communication tool.

SMS:

We do not use SMS service.

7. Practice's policy for managing patient health information (or its principles and how full details can be obtained from the practice):

Privacy Statement

Aim

The leaflet aims to clearly explain how personal information is recorded and managed in the practice. Your doctor will be happy to discuss this with you.

Your Personal Health Information

Your doctor needs information about your past and present health in order to provide you with high quality care. This practice will make sure that you are able to discuss your health with your doctor in private. Information is called 'personal health information' if it concerns your health, medical history or past or future medical care and if someone reading it would be able to identify you. This practice follows the guidelines of the 'Handbook for the Management of Health Information in Private Medical Practice'. The handbook was produced by the Royal Australian College of General Practitioners. The handbook incorporates the provisions of Federal and State Privacy Legislation. This means that your personal information is kept private and secure.

Your Medical Records

Your doctor will do his/her best to make sure that your medical records:

- Are accurate, comprehensive, well organised, and legible.
- Are up to date.
- Have enough information for another doctor to care for you.
- Do not contain offensive or irrelevant comments about you.
- Contain a summary of your care.
- Can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

Your doctor will only collect information which is relevant to your medical care. If you are uncertain as to why information is being requested, ask your doctor. If you want access to health care and maintain your anonymity, ask your doctor.

Providing your information to other doctors

The doctor(s) in this practice respect your right to decide how your personal health information is used or disclosed (for example to other doctors). In all but exceptional circumstances, personal information that identifies you will be sent to other people with your consent. Gaining your consent is the guiding principle. In this practice, it is customary

for all doctors to have access to all the medical records. If you have any concerns about other doctors at this practice being able to see your records, discuss your concerns with your doctor. It is important that other people involved in your care, such as other doctors or health professionals, are informed of relevant parts of your medical history so they can best care for you. Your doctor will let you know before this occurs. If you have any concerns about this, discuss them with your doctor.

Providing your information to others

Your doctor will not disclose your personal health information to a third party unless:

- You have consented to the disclosure.
- This disclosure is necessary because you are at risk of harm without treatment, and you are unable to give consent. For example, you might be unconscious after an accident.
- Your doctor is legally obliged to disclose the information (e.g., Notification of certain infectious diseases or suspected child abuse or a subpoena or court order)
- The information is necessary to obtain Medicare payments or other health insurance rebates.
- There is an overriding public health and safety interest in the release of the information.

There are times when disclosure is necessary for the doctors in the practice to carry out a review of their practice for the purpose of improving the quality of care provided and the activity has been approved under Commonwealth or State legislation. This provides safeguards to protect the confidentiality of the information provided. In any of the above cases, only information that is necessary to achieve the objective will be provided.

Using health information for quality improvement and research

We use patient health information to assist in improving the quality of care we give to all our patients by reviewing the treatments used in the practice. We may also use information that does not identify you in research projects to improve health care in the community. You will normally be informed if your information is to be used for this purpose and will have the opportunity to refuse to have your unidentified information used in this way. Wherever practicable, the information used for research will not be in a form that would enable you to be identified. The publication of research results that use your information, will never be in a form that enables you to be identified. In some circumstances, where the research serves an important public interest, identifiable medical records can be used for medical research without your consent under guidelines issued by the National Health and Medical Research Council. An official ethics committee must approve this research.

Security of information in the practice

We will ensure that any of your personal or health information that is stored electronically, comply with the RACGP Standards. This will protect your record from unauthorised access. Your access to your health information

You have access to the information contained in your medical record. You may ask your doctor about any aspect of your health care including information in your record. We believe that sharing information is important for good communication between you and your doctor and for good health care. Information in your record can be provided to you by way of an accurate and up-to-date summary of your care, for instance if you are moving

away and are transferring to a new doctor. Do not hesitate to ask your doctor if you want a summary of your care for any reason. If you request a summary or direct access to your full medical report, your doctor will need to consider the risk of any physical or mental harm to your or any other person which may result from disclosure of your health information and may need to remove any information that may impact on the privacy of other individuals. Your doctor will be pleased to provide a full explanation of the health summary or medical record provided. Depending on what is involved, you may be asked to contribute to the cost of providing the information.

Resolving your concerns regarding the privacy of your health information

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. Inaccurate information will be corrected, or your concerns noted in the records. For legal reasons, the original notes will be retained.

Further information on Privacy Legislation is available from:

Commissioner for Privacy and Data Protection Victoria – Tel: 1300 666 444

Office of Federal Privacy Commissioner – Tel: 1300 363 992

Office of the Health Services Commissioner (Victoria) – Tel: 1800 136 066

8. how to provide feedback or make a complaint to the practice:

- The Practice takes complaints and concerns about the privacy of patient's personal information seriously.
- Patients should express any privacy concerns in writing.
- The Practice will then attempt to resolve it in accordance with its complaint resolution process.
- All employees are required to observe the obligations of confidentiality in the course of their employment and are required to sign Confidentiality Agreements.
- In the instance where you are dissatisfied with the level of service provided within the clinic, we encourage you to discuss any concerns relating to the privacy of your information with the Practice Manager or your Doctor.
- If the complaint has not been resolved to your level of satisfaction all complaints should be directed to:
 - Health Services Commissioner, Complaints, and Information.
 - Ph: 1300 582 113.
 - Level 26, 570 Bourke Street, Melbourne, 3000.

9. Details on the range of services we provide:

Services available:

General practice	Childhood immunisations
Home visits	Vaccinations – children, adults, travel
General health checks	Flu Vaccinations
Family planning	Cervical screening
Weight control/dietitian	Hearing screening & assessments
Pregnancy testing and advice	Smoking cessation program
Skin cancer checks	Diabetes education.
Psychotherapy	Physiotherapy
Chiropractor	Liquid nitrogen cryotherapy
Podiatry	Blood collection
Psychology	Suturing (Stitches) & emergency care
Pre-Employment checks	
Minor surgery	
Work Cover Lawyer	
TAC/Work Cover Consultation	
Asthma Education	
Family medicine	

Blood collection/tests can be arranged through Melbourne Pathology,
Our doctor can arrange referrals to Allied Health and Specialist Medical Professionals.

Minor surgery, including stitching lacerations and removal of skin lesions (moles, cancers, cysts, etc) is performed.