



# ACTIVE HEALTH PORTLAND

*Supporting active choices  
for good health*



148-150 Percy Street Portland

(03) 5522 1200

[www.activehealthportland.com.au](http://www.activehealthportland.com.au)

August 2017

### **Who we are:**

Active Health Portland was developed as part of the Federal Government's GP Super Clinic program. Our \$5 million complex features state-of-the-art facilities and is conveniently located in Portland's main street adjacent to Portland District Health.

We are one of only 11 'Super Clinics' in Victoria and the only one in the south-west of the state. Active Health Portland opened in March 2012.

### **What we do:**

Active Health Portland brings a new style of coordinated, preventative health care and health promotion to Portland and regional communities. We aim to address chronic disease and improve the health of local residents.

Our professional services are supported by:

General Practitioners	Practice nurses
Pathology	Podiatrist
Physiotherapist	Exercise Physiologist
Counselling/Youth worker	Diabetes Educator
Speech Therapist	Community Health Nurse
Health Promotion	Dietician

Active Health Portland will continue to develop and extend these services to support the health of district residents.

### **What we have:**

Active Health Portland's new complex includes:

Meeting rooms	Teleconference facilities
Pathology	Private consulting suites
Rehabilitation gymnasium	Off-street parking, including disabled access parks

### **Teaching and Training**

Active Health Portland is a teaching facility which means at times all of our services may have either a GP Registrar/Intern or Medical Student present during consultations.

Patients are advised verbally on arrival at the clinic, of the intended presence of these third parties and are at liberty to request that the student leaves the room for the consultation.

### **Staffing**

Information relating to current Active Health Portland staffing may be found:

- On our website – [www.activehealthportland.com.au](http://www.activehealthportland.com.au)
- In our monthly newsletter - this can be obtained from the clinic waiting room or on our website
- By asking at reception or giving us a call on (03) 5522 1200.

### **Practice Hours**

Active Health Portland is open from Monday to Friday - 8.30am to 5pm.

An Evening Clinic runs one evening per week - 5.00pm to 8.00pm. Contact Active Health Portland or check the notice board at reception for dates.

To book an appointment please ask at reception or call Active Health Portland on (03) 5522 1200 or use our online booking facilities via our website [www.activehealthportland.com.au](http://www.activehealthportland.com.au) or by downloading the free HotDoc App.

If your appointment is an emergency please advise reception, who will assist you to receive appropriate care as soon as possible.

### **On Arrival**

When you arrive at Active Health Portland, please check in with reception so we can attend you. If you have not spoken to our reception staff, your appointment may be missed.

### **On Leaving**

When you have finished your appointment at Active Health Portland please check at reception before you leave. Although you may not need another appointment or may not have to pay for your service, we may need to give you a message or check your details whilst you are here.

### **Consultation Length**

<b>Active Health Portland - Consultation Times - For GPs only</b>		
Standard Appointment	15 mins	This type of appointment may include single and/or minor issues, repeat scripts, immunisation, medical certificate etc.
Long Appointment	30 mins	This type of appointment may include more than one issue, complex medical issues, recent hospital admission, skin lesion removal, multiple chronic conditions, mental health issue, pap smear etc
<b>Please note:</b> If your health needs require an appointment which is longer than these times please advise the receptionist when booking and we will consult with the doctor about the best time to make this appointment for you.		

Appointments are required to see our service providers. If the appointment is going to take longer than a normal standard appointment, please advise the receptionist when booking. If you have provided your mobile phone number, Active Health will send out a free SMS reminder the day before your scheduled appointment. If you are unable to attend your appointment please phone and speak with the receptionist at least 24 hours before your appointment time. We can then assist you with rescheduling your appointment and we can also offer your appointment time to another patient who is on the waiting list.

### **Appointments on the day/Walk-ins**

We will try to accommodate your requests to see your doctor of choice where possible, or another available doctor where practical. In the case of an urgent appointment required you will speak promptly to the nurse.

### **Care outside of Clinic Hours**

Active Health Portland has an agreement with Portland District Health during these times to assist in the provision of health care needs for our patients. Please contact Portland District Health on (03) 5521 0333 or present to their Emergency Department for assistance.

**If you require emergency medical treatment please dial 000**

### **Home Visits**

At times a home visit from your medical provider may be possible if you are an eligible patient. Please speak to the receptionist who will speak with the provider concerned about this type of appointment.

### **Telephone Access**

For contact with any of our medical providers during normal operating hours, please speak to the receptionist and a message will be relayed to the person you are trying to contact.

### **Reminder System**

Our practice is committed to preventative care. Your permission will be sought to be included in our reminder system.

As part of this system you will receive reminders for skin checks; blood pressure checks; pap smears; health assessments and immunisations.

Our medical software sends out automatic reminder text messages to mobiles the day before your appointment.

### **Other Services**

Active Health Portland has access to a Diabetes Educator, Dietician, Podiatrist, Speech Therapist, Community Health Nurse, Health Promotion, Youth Worker and a Counsellor on a weekly basis. Your doctor will be able to refer you to these services. All appointments can be conducted at our Clinic.

## **Patients with Physical Impairments**



Active Health Portland has access to an Interpreter service to assist patients with physical impairments. This allows our clinicians to ensure they fully understand the patient and their needs and allows the patient to also understand the outcome of the consultation and any advice they receive from the clinician.

## **Patient Test Results**

You will be contacted by the Practice with your test results or an appointment organised as requested by the medical practitioner. You are able to contact our practice nurse during our operating hours for further information. We are also utilising an SMS system requesting patients to make a follow up appointment to discuss their test results. Your doctor will discuss with you the best way for you to receive your results during your consult.

## **Health Information and Privacy**

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

Our practice uses a computerised medical record system to record your notes and personal information. These systems are all password protected and backed up daily. All information recorded in our clinic is strictly confidential and is not available to other surgeries without your written permission.

If you require further information about your health information and privacy please talk to reception who will be happy to assist you.

## **Meeting Rooms**

We have meeting rooms available during business hours to the general community groups, not for profit organisations, schools, sporting clubs, support groups etc. They are fully functional with teleconferencing facilities, electronic whiteboard and kitchen facilities available. To book a room please contact the receptionist.

## **Fees and Billing Arrangements**

Active Health Portland aims to provide the best possible care to all patients. Below we have aimed to outline costs that may be associated with your health care. Please be aware cost of services may be determined on length of appointment. If you are required to pay for your service we can only give approximate costs for your out of pocket expense. These may vary from what has been indicated.

- **Bulk Billing** – this will be applied for all consults for holders of DVA, Pension or Concession cards, children under 16 and students unless otherwise indicated by your doctor. This may also be applied at the doctor's discretion for other patients or for various services provided to you by the practice including follow up of results.
- **Private fees** – these will be applied to any patients who do not have a concession of any type. For some services your doctor may choose to bulk bill. If you have been charged for your service then your out of pocket cost is generally around \$20. If your bank account details are registered with Medicare we can send the payment electronically across for you at the time of your consult and your refund will be paid directly into your bank account within 48 hours.
- **Other services** – at times your doctor may recommend other services such as pathology, x-rays, physio, podiatry, specialist care etc. There may be an out of pocket cost involved with some of these services.

If you are unsure about any out of pocket cost being involved in the care that you require please speak to your doctor or let reception know.

## **Failure to attend appointments**

It is our policy at Active Health Portland that patients who fail to attend their scheduled appointment will receive a warning notice after the first occurrence.

Consecutive failure to attend appointments thereafter will incur a \$20 penalty fee that must be paid prior to any appointments being booked.

### **Account settlement**

If at any time there has been a cost for the services provided to you by Active Health Portland you are encouraged to settle this account on the day. If you are unable to pay on the day an account can be given to you and settlement will be required within 30 days of the date of the service. If you are having problems paying your account please let reception know.

### **Feedback**

We welcome feedback from all Active Health Portland patients and love to hear about how we can improve the practice. Feedback can be given by completing the form on the website, filling out the form found in our waiting room or by contacting the Practice Manager. Alternatively you can advise the receptionist when you speak with them regarding your appointment.

### **Complaints**

Our practice deals with complaints in a courteous and understanding manner.

If you have a complaint please contact the Practice Manager at Active Health Portland on (03) 5522 1200 or complete the form which can be found in the waiting room.

**If you are not satisfied with the outcome further independent assistance can be found by contacting:**

#### **Health Services Commissioner**

30th Floor  
570 Bourke Street  
Melbourne VIC 3000  
Telephone: (03) 8601 5200  
Free Call: 1800 136 066

### **How to Contact Us**

If you have any enquiries about our services or would like to make a booking please do not hesitate to contact us.

Phone: (03) 5522 1200

Fax: (03) 5522 1210

Address: 148-150 Percy Street, Portland VIC 3305

Email: [reception@activehealthportland.com.au](mailto:reception@activehealthportland.com.au)

Website: [www.activehealthportland.com.au](http://www.activehealthportland.com.au)



**Active Health Portland is an Accredited General Practice**