OVENS
MEDICAL GROUP

**ADDRESS**
70 Ovens Street, Wangaratta 3677

**PHONE**
5721 2176

**PRACTICE HOURS**
Monday to Friday: 8.30am – 5.30pm

ovensmedical.com.au

# About Us

The Ovens Medical Group is a general practice which provides comprehensive medical care to the local community. **We provide a full range of services, including shared obstetric care, immunisations, minor surgical procedures, home visits, chronic disease management.**

Whilst some of the doctors have special interests, they all provide comprehensive medical care. All doctors are Visiting Medical Officers to Northeast Health Wangaratta and the Wangaratta Private Hospital.

All doctors are fully qualified medical practitioners and are on the Vocational Register of General Practitioners. They all have completed post graduate studies and participate in continuing medical education through the Royal Australian College of General Practitioners (RACGP).

## Training

We are an accredited training practice for doctors in the RACGP training program. We are also involved with medical student education and periodically we have medical students present in the practice. All patients will be asked for their permission for students to sit during a consultation.

## Security and Confidentiality

The doctors undertake regular analysis and review of their medical records and performance, including participation in audits. Only "de-identified" data leaves the practice and no data is ever "sold" to a third party such as a drug company.

Your medical record is a confidential document. 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 authorized members of staff.

## Privacy Policy

We abide by the Privacy Act, a full copy of our Privacy Policy is available from reception or on our website. ovensmedical.com.au

# Appointments

**Routine appointments are made at 15 or 20 minute intervals, and can be made by telephoning the practice during normal hours.**

If you think you need a longer consultation, or if you are attending for a specific purpose, such as an immunisation or an insurance medical, please inform the receptionist on booking so an appropriate amount of time can be allocated.

The doctors always endeavour to run on time, but this is not always possible due to urgent or complex medical problems arising. Each day a doctor is "on call" and has no pre-booked patients, so that he/she can see all those patients with urgent medical problems that need to be seen that day, if their usual doctor is unavailable

Your usual doctor will not always be available, as all doctors are involved in other activities such as surgical assisting, training of medical students and new GP's and continuing medical education, as well as taking leave periodically.

A recall system is used for Pap Smears and health assessments. Please advise if you do not wish to participate in our recalls.

## Repeat Prescriptions

You will usually need to make an appointment for at least a brief consultation to obtain a repeat prescription from your doctor.

In some circumstances your doctor may provide a prescription without seeing you - a fee of $16.30 will be charged for this service and please allow at least 48 hours notice.

## After Hours Services

If you are unwell outside clinic hours please consider one of the following:

- **Calling 000 for all emergencies**
- Attending the Emergency Department at North East Health, Wangaratta or your nearest urgent care centre.

Contacting the free Victorian Virtual ED service at www.vved.org.au

## Home Visits

Home visits are provided if you live in **Wangaratta** and are too ill to come to the practice.

Please telephone the practice in the morning where possible, as the doctors usually do home visits during their lunch break.

Visits to patients in hospital, nursing homes and hostels are also provided.

## Fees

A standard consultation is $122.00, for which the Medicare rebate is $45.05 (ie: a gap of $76.95).

Fees for Payment on the day of the consultation is expected. Payment can be made by cash, cheque or EFTPOS.

If you require more or less time for your consultation, the doctor will charge an appropriate fee, proportional to the duration and complexity of the consultation.

Full details of our fees are available at reception.

Please note that in general, for medical examinations such as insurance, travel advice, driving license and preemployment medicals, a rebate cannot be claimed from Medicare.

If you have any queries regarding an account, please discuss this with the receptionist. If the problem cannot be resolved, then the relevant doctor will discuss the matter with you.

# Our Doctors

### Dr Jemma Dowsett

Jemma is a qualified medical doctor who has completed further training in evidence based psychological interventions. Jemma's interests include but are not limited to; anxiety, depression, adjustment disorder, grief and loss, ADHD, assisting with interpersonal skills and self-confidence.

### Dr. Kate Davey

Kate has been associated with Ovens Medical since 1983, she is a Fellowship of the RACGP and Melbourne Medical School Academy of Clinical Teaching. She has been a Senior Medical Educator of MCCC—NE GP Training and is a Senior Lecturer in General Practice with Melbourne University Rural Clinical School. She has particular interests in women's and young person's health as well as medical education.

### Dr. Alex Traill

Alex joined the clinic in 1994. He has completed a Diploma in Obstetrics and holds a Fellowship of the RACGP. He has interests in palliative care and Orthopedics. He regularly works as a surgical assistant at Wangaratta Private Hospital.

### Dr. Felicity Baker

Felicity completed her registrar training with us and has obtained her Fellowship of the RACGP. She also works as a surgical assistant at Wangaratta Private Hospital and is involved with student teaching with Melbourne University.

### Dr. Melissa Vile

Melissa works part time at the clinic and has her Fellowship of the RACGP.

### Dr Simon Brettig

Simon has completed his registrar training with us and has obtained his Fellowship of the RACGP .

### Dr. Alma Schonken

Alma completed her registrar training with us and has obtained her Fellowship of the RACGP

### Dr. Joel Eulenstein

Joel completed his GP training in our practice and received his Fellowship in 2022. He has a special interest in dermatology.

### Dr Kacey Shale

Kacey grew up in Rutherglen and finished her GP training with Ovens Medical Group. She obtained her Fellowship of the RACGP earlier this year.

#### RACGP REGISTRARS

### Dr Hira Fatima, Dr Sarah Morrison and Dr Caitlin Allnutt

The registrar is a fully qualified doctor who has completed their medical training and at least two years work subsequent to this. They are undertaking further training in general practice and are working in the practice under the supervision of the full time doctors.

# Nursing Staff

The nurses in the practice are: **Katrina, Marika, Nikki, Sarah, Annette, Stephanie, Johanna, Amy** and **Lily.**

They provide first aid, attend to dressings, assist with procedures, perform blood pressure and blood sugar checks, and assist in giving immunisations.

In addition the nursing staff assist with Health Assessments for elderly patients, including home visit assessments.

# Office Staff

There are nine receptionists in the office: **Cathy, Abbey, Jenny, Corina, Denyse, Amy, Molly,** and gap year students **Emily** and **Maddie.**

**Helen** is the Practice Manager.

## Facilities for Disabled Persons

Ramps suitable for wheel chairs are located at the front and rear entrances of the practice.

There is also a toilet suitable for disabled persons.

## Telephoning Your Doctor for Results

Patients will be booked in for a review for the results of any medical investigations. Nursing staff can give results if requested in writing by the GP, reception staff do not give out results.

It is the responsibility of the patient to follow up results so please call if you have not heard from us. If an appointment has not been made, the GP will be messaged to arrange a time.

## Emails

The practice does not encourage patients to communicate via email because of privacy issues and time restraints. All patients are encouraged to contact the doctors by phone or letter.

## Patient Feedback

The practice endeavours to provide the highest standard of general practice care. All consultations and medical records are regarded as confidential, and we adhere to the principles of the Privacy Act.

Periodically we ask patients to complete a brief questionnaire regarding their opinions of the practice, so that we can continue to improve our service. There is also a suggestion box at the front desk.

If you are dissatisfied with the service or care you receive at this practice, please contact our Practice Manager to discuss any such problems.

Alternatively, you may contact:

The Health Services Commissioner,
Level 26, 570 Bourke St, Melbourne, 3001.
Tel: (Freecall) 1300 582 113