

# Epichealth Medical Clinic



**Proudly AGPAL  
Accredited**

Our commitment to  
your safety and care

## OUR DOCTORS

Dr. Bethan Knapp  
MRCGP, PGDipSEM, MBChB

Dr. Jonathan Corns  
MBChB BEng (Hons)

Dr. Ama Liyanapatabendi  
MBBS, FRACGP

Dr. Lachlan Cox  
MD, BParaPrac

Dr. Zaid Sameer  
MD, HBSc, MSc

## SURGERY HOURS

Monday	8:30 am - 5:00 pm
Tuesday	8:30 am - 5:00 pm
Wednesday	8:30 am - 5:00 pm
Thursday	8:30 am - 5:00 pm
Friday	8:30 am - 5:00 pm
Saturday	CLOSED
Sunday	CLOSED

Closed 12:30 pm to 1:30 pm for lunch  
break.

In the event of an emergency, please  
call 000

Poisons Information  
13 11 26

**THIS PRACTICE HAS A STRICT NO  
SMOKING POLICY**

## CONTACT

Phone (03) 4246 0300  
Fax (03) 8677 7648

Shop 2, Ocean plaza, 71-73 The Parade  
Ocean Grove VIC 3226

[oceanplaza@epichealth.com.au](mailto:oceanplaza@epichealth.com.au)

## INFORMATION SHEET

### Epichealth - Ocean Grove Ocean Plaza

#### APPOINTMENTS

Appointments are usually made at 10-15 minute intervals. Urgent medical problems will be seen on the day. Emergencies will always be given priority and our reception staff will attempt to contact you if there are any unforeseen delays or your GP has been called away. Please advise our receptionist if you require a longer consultation time for complicated or multiple problems.

If you are unable to attend your appointment, please call the surgery to cancel two hours in advance.

#### TELEPHONE ADVICE

A message will be taken and reception staff will advise you when it is likely that your call will be returned.

#### CONFIDENTIALITY

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

#### REPEAT PRESCRIPTIONS

Scripts for medications taken regularly can be obtained by booking a telephone consultation with your usual doctor. Patients who have not attended the practice in the past 6 months will be required to book an appointment to be seen in person.

#### AFTER HOURS CARE

In the event that you require medical care when our practice is closed, you can utilise the service of National Home Doctor (13SICK). The service provides bulk-billed home visits after-hours, on weeknights, weekends and public holidays, when your regular GP Clinic is closed.

#### TEST RESULTS

The policy of the practice is to contact you should there be an abnormal result or if the doctor requests a follow-up appointment. If you require a copy of your results, please book an appointment with your doctor.

#### REFERRALS

Patients must book an appointment with a doctor to obtain a new referral.

#### IMMUNISATIONS

Available for children, adults and travelers by appointment. All childhood immunisations are bulk-billed. This is jointly conducted by the doctor and attending nurse.

## ACCOUNTS & BILLING

Epichealth Medical Clinic – Ocean Grove Ocean Plaza is a mixed billing medical clinic.

Standard Consultation (up to 15 mins) 1-2 simple matters, or review of an ongoing concern. \$89.00

Long Consultation (up to 30 mins) All complex medical issues, forms, medicals, pap smears, ear cleanse, health assessments, driver license renewal, care plans, mental health care plans and minor procedures. \$147.00

We are pleased to advise that the following patients are now bulk-billed

- Patients who hold a valid Health Care Card, Pensioner Concession Card or Veterans Gold Card, and
  - Children who are under 16 years of age

\*\* There are no discounted fees, or bulk billing on weekends \*\*

\*\* All accounts MUST be paid on day of consultations\*\*

Fees may vary depending on the time and complexity of your consultation. Please speak with our friendly reception team if you need any assistance relating to the fees charged at the practice.

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## SERVICES PROVIDED

- |                            |  |                                 |
|----------------------------|--|---------------------------------|
| - Antenatal care           | - Diabetes health check                  | - Pregnancy testing             |
| - Asthma management        | - Dietary advice                         | - Prostate checks               |
| - Baby health              | - ECG                                    | - Sexually transmitted diseases |
| - Blood Pressure checks    | - Family medicine                        | - Teenage health                |
| - Cervical screening       | - Minor surgery incl. skin cancer checks | - Women's health checks         |
| - Childhood vaccinations   | - Osteoporosis checks                    | - Men's health                  |
| - Children's health checks | - Iron Infusions                         | - Workers comp & MVA consults   |
| - Cryosurgery              |  |                                 |

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## ALLIED HEALTH TEAM

Epichealth have a fantastic team of allied health professionals to support your health and well-being.

### Podiatrist

Kim Nankivell



## INFORMATION ON DEPRESSION & MENTAL HEALTH

Beyondblue.org.au  
Sane.org  
Blackdoginstitute.org.au  
Headspace.org.au  
Lifeline.org.au  
Mentalhealthaustralia.org

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This practice has a strong commitment to comprehensive general practice care, preventative health care, and continuing medical education. We are committed to quality improvement and are a fully accredited AGPAL general practice. Health screening and patient education are a high priority. We use a recall system to monitor ongoing health care. All patient consultations and medical records are kept strictly confidential. Details of the practices policy relating to the management of private health information is available at reception.

From time to time, we invite patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our service.

If you are unhappy with any aspect of the care you receive from the practice, we are eager to know about it. Please discuss any concerns with your doctor or the practice manager. In the event that your complaint is not dealt with to your satisfaction, you may escalate it accordingly to Health Complaints Commissioner. Please visit <https://hcc.vic.gov.au/> for more information.<http://hcc.vic.gov.au>

Epichealth acknowledges the traditional Aboriginal and Torres Strait Islander custodians of the lands and seas on which we support the provision of safe and quality healthcare and pays respect to Elders past, present and emerging.