

SERVICES AVAILABLE

- Home visits
- Check ups
- Family planning
- Pap smears
- Pregnancy tests
- Heart check
- Counselling
- Vaccinations
- Children's health
- Travel medicine
- Minor surgery: stitching cuts,
removal of moles and sunspots
- Nutritional advice
- Industrial medical advice and
consultation
- Sports medicine
- Skin Checks

This practice has a no
smoking policy



**DR CATHRYN INGE
DR JULIE STEINBOK**

**COLLINS PLACE
SUITE 12, 45 COLLINS ST
MELBOURNE VIC 3000**

PHONE: 9650 4393

FAX: 9654 8696

PRACTICE HOURS(BY APPOINTMENT):

MONDAY TO FRIDAY : 9.00 AM–5.00 PM

SATURDAY: CLOSED

SUNDAY: CLOSED

Our Practice:

Dr Cathy Inge has worked in general practice after completing a Family Medicine Program training. She has special interests in weight reduction and complementary medicine and nutritional medicine. Dr Inge is able to advise on women's health, travel medicine and sleep apnoea.

Dr Julie Steinbok has 34 years in general practice experience and special interest in pediatrics and family medicine.

Practice Staff:

Practice Manager: Margaret Bowd
Reception: Sam Furnell, Delma Wood

Appointments:

Please ring for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available., so please ask our reception staff if you require some extra time. If you or a family member required an interpreter service, we can organize this for you. Please let us know when you make the appointment. Appointments can also be made on line through Healthengine at www.healthengine.com.au or through our website www.drcathrynine.com.au.

Please note: non-attendance for scheduled appointments will incur a \$50.00 fee.

Care Outside Normal Opening Hours Arrangements:

The practice provides 24-hour care for patients from this practice. Please ring the normal surgery number 9650 4393 and your call will be forwarded to the doctor Alternatively you can call National Home Doctor Service on 137425

Home and Other visits:

Home visits are available for regular patients of this practice within the CBD whose condition prevents them from attending the surgery.

Telephone Access:

GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return you call. Your call will always be put through to the GP in an emergency.

Fees and Billing Arrangements

Fees are payable at the time of consultation by cash, cheque, Mastercard or Visa. The AMA fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery. If you have difficulty in paying our fees, please discuss it with us. The GPs at this practice bulk bill pensioners and health Care Card holders. Veterans may sign the service voucher.

Prescriptions and Referrals without Appointment

We understand that at times you are unable to attend the surgery for a current prescription or referral renewal. Telephone requests for these items will incur a fee of \$40.00 (not Medicare rebated).

Getting the Results of Any Test or Procedure:

Your doctor will advise when they expect the results to arrive at the practice. Please make an appointment to discuss your results .

Reminder System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on 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 be part of this system please let your doctor or reception staff know.

Management of your Personal Health Information

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. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/inex.html> Copies of your medical record can be forwarded to your nominated GP. Service fee \$25.00 applicable

Your Rights:

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us via mail or email. We take your concerns, suggestions and complaints seriously

VICTORIA

Health Service Commissioner
30th Floor, 570 Bourke Street
Melbourne VIC 3000

Phone: 1800 136 066 (Toll free in regional Victoria) or
(03) 8601 5200
TTY: 1300 550275
Fax: (03) 8601 5219
Email: hsc@dhs.vic.au Website: www.health.vic.gov.au

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