

Rights and Responsibilities

As a patient of Bendigo Primary Care Centre, it is important for you to be informed about your rights and aware of your responsibilities.

You have the right to:

- Quality healthcare from appropriately trained and experienced staff.
- Health services that recognise the need for individual, responsive and considerate care.
- Prompt service, subject to assessment and staff availability.
- Be treated with courtesy and respect.
- Expect that information concerning you will be treated confidentiality within BPCC, according to privacy of information requirements.
- Receive healthcare which does not discriminate on the basis of race, religion, gender, age, disability, sexuality or health status.
- Know the professional status and qualifications of staff.
- Request to transfer your records to an alternate doctor or to another practice.

You have the responsibility to:

- Respect the privacy of others attending the centre.
- Keep appointments or if unable to keep an appointment notify the centre as soon as possible.
- Assist in planning your healthcare by giving accurate and complete information about your current health concerns.
- Be actively involved in your own treatment, rehabilitation and healthcare.
- Acknowledge the consequences of your decision in declining advice, information or treatment offered by a staff member.
- Respect any agreement made between you and your doctor.
- Treat staff and others in the centre with courtesy and respect.

FOR URGENT AFTER-HOURS CARE:

**In an emergency call 000
or 112 from a mobile telephone.**

**Should you require urgent medical care after
hours please contact:**

Bendigo Health 5454 6000

Bendigo Medicare Urgent Care Clinic

5445 5690

Nurse on call 1300 606 024

Victorian Virtual ED

www.vved.org.au

GP Helpline 1800 022 222.

Complaints & Compliments:

Our website contains a feedback link under the patient information tab.

www.bendigopriarycarecentre.com.au

Alternatively you can request a paper feedback form which is available at reception.

You may also contact the Health Complaints Commissioner on 1300 582 113 or on their website

<https://hcc.vic.gov.au/>



123 Arnold Street,

Bendigo 3550

Telephone: 03 5441 8622

Fax: 03 5441 8602

www.bendigopriarycarecentre.com.au

Opening Hours:

Monday–Friday 8.15am – 6.00pm

Dorevitch Pathology Hours:

Monday–Friday 8.30am – 4.30pm

Our Services

Bendigo Primary Care Centre is a fully accredited general medical practice providing a wide range of health services with a commitment to quality health care and positive patient outcomes.

Every effort will be made to accommodate your preferred time and choice of practitioner.

All requests for prescriptions and referrals require an appointment.

Longer consultations are available, so please advise our reception staff if you require some extra time.

Continuity of Care

We have a comprehensive team of General Practitioners, Nurses and other Allied Health Professionals who work together to promote wellness and help you maintain your health. You can book an appointment with your regular Doctor using our online booking service or by phoning our reception team. As many of our Doctors work part-time we recommend booking your appointment in advance, if possible. All our Health Professionals will have access to your health records should your usual Doctor be unavailable. You can be confident that they will have the information needed to ensure your care is consistent.

Allied Health Services

BPCC provides a team of Health Professionals for your health education, support and treatment.

The team includes:

- Chronic Disease Management & Health Assessments
- Diabetes Education with Nurse Practitioner
- Physiotherapist
- Podiatrist
- Counsellor

Where needed, your Doctor will work with the Allied Health team contributing to your healthcare as part of a complete care program.

Interpreter Services

Interpreter services are available free of charge. Our reception team can help you to coordinate this service. Please advise what language the interpreter needs to speak when arranging your appointment.

Medical Education

BPCC is committed to the education and training of our future Health Professionals. BPCC is a recognised training site, hosting medical students, and post graduate students, nursing and allied health students from Monash University, La Trobe University and Bendigo Health.

These students will work with our health professionals as part of their education and training. You will be informed of their participation when you check in. If you would prefer that a student not be involved in your consultation, please advise reception when you arrive.

Contact Details

Our reception team will check your contact details, including address and phone number and date of birth at each appointment.

Reminder Systems

Bendigo Primary Care Centre is committed to preventative medicine. We send text reminders for appointments. Your health professional will seek your permission to be included in local, state and national reminder systems. 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 health professional or reception know.

Test Results

To ensure the highest level of privacy and confidentiality, the Centre has a policy of not giving out investigation results over the phone. Your health professional will explain how you should obtain your results when tests are ordered.

This is also intended to reduce any anxiety and distress that abnormal results may cause without the opportunity to provide face to face support and counselling.

Communication

In certain circumstances you may need to contact a Doctor via telephone e.g. for emergency advice. Should the Doctor be unavailable to take your call, you will either be put through to a Practice Nurse or a message will be delivered to the Doctor on your behalf.

Online Booking

We have an online booking service via our website – www.bendigoprimarycarecentre.com.au.

Please ensure you have received a **confirmation email** before coming to the appointment.

Billing & Fees

Bendigo Primary Care Centre is a private billing clinic.

Please bring your Medicare and concession card for verification.

Fees for appointments are at the Doctors discretion. A copy of your Doctors indicative fees can be requested from our reception team. Payment is required on the day of service and any applicable Medicare rebate will be processed at the time of payment.

If you are unable to attend a scheduled appointment, please contact us via phone to cancel or alter your appointment time. A fee may be charged for failure to attend or cancellation at short notice.

The cost of procedures varies with the type of procedure and its complexity; please ensure you enquire about any costs prior to the procedure. Medical consumables used as part of your treatment may attract a separate fee.

If your doctor refers you to a specialist, or for any investigative tests, please ask about fees & other costs that may arise.

Management of your 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 authorised members of staff.

We abide by the thirteen National Privacy Principles available at <https://www.oaic.gov.au/privacy/australian-privacy-principles>

Full details of our Privacy Policy, as well as patient rights and responsibilities can be obtained from the centre.