

**Consultation is by appointment.
Urgent cases will be seen on the day.**

Long Appointments – Patients requiring third party medicals, review of a complex health problem, counseling for emotional difficulties or a second opinion require a longer consultation. Please request this at the time of making your appointment, and bring any relevant documentation with you. If you are unsure whether or not to request a long appointment, please ask our staff.

If more than one family member wishes to see the doctor at the same time, please make separate consecutive appointments.

Home Visits – are available at the discretion of the treating Doctor for patients within a reasonable distance from the clinic and who are unable to travel to the clinic due to impacts of their medical condition.

Please provide as much time as possible when booking a home visit that is approved by the patients treating GP. There may also be a charge for this service.

Please refer to the fee schedule section for confirmation of these services and charges.

Referrals – At times the doctor may need to refer you to another health care service. These services can include but are not limited to specialists, diagnostic and allied health services. The doctor will discuss this with you and advise of any patient health information that is disclosed in the referral document.

Despite our best intentions, we sometimes run late! This is because someone has needed unexpected urgent attention. Be assured, when it comes to your turn, the Doctor will give your problem the time it deserves.

After Hours – If you need to see a Doctor when our Practice is closed, you can make an afterhours appointment by visiting our website www.kuremg.com.au And select the booking option “After Hours”.

An After-Hours appointment will attract a non- Medicare rebate fee of \$90.00. Please note, for an emergency do not book an After-Hours appointment with your Doctor; call 000 or attend the nearest Emergency Department.

Contacting the Doctor by Telephone

It is the practice’s policy not to interrupt the Doctors while they are consulting unless in emergency situations. Our Receptionist will take a message and forward it to the Doctor in between consultations. The Doctor will return your call as soon as possible. This may be between patients, at the end of the session or the following day. You may like to speak to the Practice Nurse if you require further information.

Your Personal Health Information

Kure Medical Mildura is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

Patients can access their “my health record” by visiting www.mygov.com.au

and follow the prompts. For patients to access their medical records held by Kure Medical ask reception for a “Request for personal health information” form.

Patient Feedback

If you have any feedback (suggestion or complaints) we would like to hear about it. Please feel free to fill out a Patient Feedback form available on our website or you can ask for a form from reception. Please complete and drop it in the Suggestion Box at Reception or you can email it to contactus@kuremg.com.au

We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies.

Patient Complaints can be directed to the Health Care Complaints Commissioner Phone 1800 136 066 or

Kure Medical Midway
Phone 03 5023 4057 Fax 03 5023 4197
contactus@kuremg.com.au



Kure Medical Group – Red Cliffs
22 Jamieson Avenue Red Cliffs VIC 3496
Ph: 03 5021 1544 Fax: 03 5021 0677
E: redcliffs@kuremg.com.au

Opening Hours:

Monday – Friday 9:00am – 5:00pm
Public Holidays: Closed

For Medical Assistance After Hours:

Book online: www.kuremg.com.au
In a medical emergency phone: 000

OUR DOCTORS

Dr Khaled Eldash
MBBCH, LMCC
Languages Spoken: English, Arabic

Services

Please refer to the clinic staff for confirmation of available services

Minor Surgical Procedures
Antenatal Care (Shared)
Hormone Replacement (HRT)
Women's Health, HRT & PMS MG
Family Planning and Implants
Couples Counselling
Men's Health
Prostate Screening
Erectile Dysfunction
License and Employer Medical
Insurance Medical
Health Assessments
Diabetes Management
Skin Cancer Management
Osteoporosis Management
Travel Vaccines
Child and Adult Immunisations
Health, Diet and Fitness Programs
ECG
Lung Function Tests
Asthma Management
Holter Monitoring for Heart
Hearing Testing
Ear Syringing
Mental Health Services
Telehealth Services

Interpreter Services

Interpreter services are available at this clinic.
Please advise reception when making an appointment if you require an interpreter.

Collection of Results

Most tests take a few days to be returned to the Doctor. It is standard practice that patients make an appointment to discuss their results with the Doctor in person.
Our Doctors will not provide this service over the phone unless in cases of emergency.

Fees:

Kure Medical – is a privately billing practice. A yearly private appointment is available for regular patients/families who require well managed, affordable care.

Gap fees/GP consultation are also listed in the Fee schedule section of this form.

Privately billed patients will be required to pay on the day of consultation by cash, cheque or EFTPOS.

Items where there is no rebate available from Medicare include: The annual appointment, After Hours Telehealth services, services for Work Cover and TAC clients, pre-employment, insurance companies, licenses, Iron Infusions, some procedures etc. and the provision of written medical reports to non-medical third parties. GST is applied to some of services.

Fee Schedule:

Annual Private appointment for regular patients:

Single - \$220

Family - \$330

Concession Card Holders –

Aged Pension \$110

Other concession Card Holder \$195

Or

Fee schedule/GP consultation:

APPOINTMENT

STANDARD - \$90

LONG - \$145

TELEHEALTH (VIDEO/PHONE) CHARGED AT ABOVE RATES.

Home Visits Fee: \$165

After Hours Fee: \$90 (No Medicare rebate for After Hours)

Patients are advised that they are responsible for out of pocket expenses associated with referrals by our Doctors to medical services including, but not limited to Specialists, Medical Imaging etc., pathology and allied health.

Medical Students

On Occasion, Kure Medical hosts medical students for invaluable on the job experience and training.
If a student is working with our Doctors, a sign is placed at the reception advising our patients and a notice is given before entering the consultation.

It is the decision of the patients whether the student be present or not during their consultation.

Failure to Attend Policy

Patients who do not attend appointments and fail to notify reception staff within a minimum of 2 hours prior to their appointment time may be subject to a \$25 fee which is not claimable with Medicare

Zero Tolerance Policy

Kure Medical has a Zero Tolerance Policy on violence and aggression. Violence and aggression, physical or verbal, against staff is NOT acceptable.

Offenders may be refused access to the clinic and Doctors and/or may be prosecuted.

Repeat Prescriptions

Require an appointment or with previous approval from your GP a script may be provided. A fee will be charged for a repeat prescription and there is no Medicare rebate on this fee. Please refer to the clinic staff for confirmation of these charges.

Reminders

The practice offers a FREE service to all patients to promote a continuing quality of care. Our computerised medical system enables us to place a reminder into your medical record, whether it be a few months or a few years in the future. If you would like this service, please speak to your Doctor during your consultation.

Reminders can be for various procedures including follow up blood tests, reviews and vaccinations and will allow our staff to contact you in time to make an appointment. This practice also participates in national/state or territory reminders systems/registers. If you do not wish to participate please inform our staff.