

Mission Statement

Our mission is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness.

Beaufort Family Practice provide team-based care that will increase community access to an affordable and enhanced range of Primary Care Services. Through our practice systems the GP's and Nurses will manage patients with chronic conditions, promote safety and quality programs.

We are committed to promoting health, wellbeing, and disease prevention to all patients. We do not discriminate in the provision of excellent care, and we aim to treat all patients with dignity and respect.

Doctors Practicing at Beaufort Family Practice

Dr Pushpa Ravindranayagam

Monday (PM Session)

Tuesday, Thursday - All Sessions

Dr Chamika Gamage

Monday, Wednesday, - All Sessions

Friday - AM Session

Dr Phyo Kyaw

Tuesday, Wednesday, Thursday, Friday - All Sessions

Dr Shilpa Yedulla

Monday, Tuesday, Friday - All Sessions

Dr Sivaluxman Sivananthavel

Monday, Wednesday, Friday - All Sessions

Dr Feryal Zubair

Monday, Wednesday Thursday - All Sessions

Rotational Saturday 9am – 1pm

Allied Health

Exercise Physiologist – Nic Moran

Thursdays

Australian Clinical Laboratories

Monday-Friday

9:00am – 1:00pm

Afterhours Doctors Service

DoctorDoctor Pty Ltd

Tel: 132 660

From 6pm - 8am Monday to Friday

From noon Saturday

And **24hrs** on Sundays and Public Holidays.

Patient Feedback

Beaufort Family Practice welcomes patient feedback. We have provided a suggestions box located in Reception which is reviewed by our Practice Manager.

If you feel that we can improve our services in any way or would like to make a compliment, please note on one of the forms and place in the box.

If you feel we may have mishandled your complaint, please contact:
Health Services Commissioner Complaints (HCC) at <https://hcc.vic.gov.au> or Phone **1300 582 113** during business hours.



Beaufort Family Practice

Practice Information

54a Neill Street

Beaufort VIC 3373

Phone: 03 5336 2971

Fax: 03 5326 1271

Email: reception@beaufortfamilypractice.com.au

Hours of operation

Monday to Friday 9.00am – 6.00pm

Saturday 9.00am – 1.00pm

Sunday & Public Holidays Closed

Afterhours Doctors Service

Call DoctorDoctor Pty Ltd on 132 660

IN A MEDICAL EMERGENCY

CALL 000

Appointments:

Please call 5336 2971 to arrange an appointment. We have on the day /emergency appointments available. Appointments can also be made online Best Health Booking (BHB).

Scan the QR Code to Book an Appointment



If you require a longer appointment or require forms to be completed, please advise reception staff at the time of making the appointment.

Patients with an urgent condition please advise reception staff.

Please bring the following to your appointment:

- Current Medicare & Concession Cards
- Any current medications

Patients are required to **make follow up appointments** to **discuss results** unless advised by their doctor.

Repeat Prescriptions:

Medications maybe harmful if used inappropriately, therefore prescriptions must be obtained in a consultation with your regular doctor.

Home Visits:

Home visits will be available only at the discretion of the doctor. Please speak to reception who will be happy to follow up the request with the doctor.

Interpreter

Interpreter services can be arranged for consultations. Please let our reception staff know if you would like an interpreter scheduled for your next consultation.

Does it cost you to come to Beaufort Family Practice?

Beaufort Family Practice is a **BULK BILLING PRACTICE for all Eligible Patients**. A private fee will be applicable for Patients not eligible for Bulk Billing.

Procedures, Private Medical Assessments/ Questionnaires & Reports, Superannuation, Work cover, TAC or Insurance will attract the appropriate fees.

Our billing policy can be found at reception.

Services we offer:

- Face-to-face Consultations
- Telehealth consultations
- 45 – 49 Health Assessments
- 75+ Health Assessments
- Heart Health Assessments
- Mental Health Assessments
- Asthma Management
- Chronic Disease Management
- Chronic & Acute Wound Care
- 24 hour BPM, Holter Monitor & ECGs
- Aged Care Visits
- Nail trimming service
- Skin Checks
- Minor Procedures & Cryotherapy
- Workover & TAC Claims
- Vaccinations
- Travel Vaccination consults
- Family Health

- Women's Health
- Maternal Health
- Men's Health
- STI and Sexual Health Checks
- Onsite Pathology

Telephone and Email Communication

To provide the highest quality of care and ensure the privacy of patient information the doctors prefer to see patients to discuss their health care. Results will not be provided over the telephone unless an allocated phone appointment has been made.

The doctors do not encourage email communication from patients. Patients should book an in-person or phone appointment with their doctor to discuss any health concerns. Appointments can be booked by phoning our reception on (03) 5336 2971 or via the Best Health Booking (BHB) see QR Code on inside.

Your Privacy:

The provision of quality healthcare requires a doctor to patient relationship of trust and confidentiality. Our commitment to quality care has developed a policy to protect patient privacy. Our staff maintain high professional and ethical standards to ensure privacy is protected at all times.

Our Privacy Statement is available from Reception.

Personal Health Information:

Information will only be released where written consent from the patient is provided. The practice submits various health information to health registers to assist preventative health management. **Please advise your doctor or staff if you do not wish to participate in these activities.**