

Practice Information Sheet

1. Contact Details

The Boulevard Family Practice
24 The Boulevard, Thomastown 3074
Ph: (03) 9466 2566
Ph: (03) 9466 2043
Fax: (03) 9466 3030
www.boulevardfamilypractice.com.au
admin@boulevardfamilypractice.com.au

2. List of practitioners

GP

Dr Mehdi Al-Zaini, M.B.C.H.B., F.R.A.C.G.P.

Male doctor. Vocationally registered.

Bachelor of Medicine/Bachelor of Surgery.

University of Bagdad, Iraq, 1991.

Founded the practice in 2018. He has been practising as a VR doctor since 2007. Has special interest in:

- Family medicine
- Paediatrics
- Skin disease

Speaks English and Arabic.

Admin Staff

- Mohamed Al-Zaini – Practice Manager
- Giovanna Falvo-Messina – Senior Receptionist
- Hermie Lopez- Receptionist
- Myrabelle Ledesma – RN Nurse/Reception

3. Consulting hours

Appointments are necessary. We also accept walk-ins where time permits. All patients are encouraged to call clinic to make an appointment. Walk-in patients will be advised if any appointments are available, if they can be seen on the day, and wait time.

Monday	9:00am – 3:00pm
Tuesday	9:00am – 3:00pm
Wednesday	9:00am – 3:00pm
Thursday	9:00am – 3:00pm
Friday	9:00am – 3:00pm
Saturday	Closed
Sunday	Closed

4. Details of arrangements for care outside normal opening hours

Patients referred to 13SICK national home doctors when our clinic is closed
In case of an emergency, patients advised to go Hospital or ring 000. Also made aware of Nurse on Call services.

5. Practice's billing principles

- Mixed billing practice
- Accept overseas students' health and overseas visitors
- Private & new patients {first visit} (\$65 during hours and \$75 after hours/public holidays)
- We accept most eligible overseas student & visitor health fund cards
- Private fees vary according to treatment (Surgery, Vaccination, iron infusions, etc)
- Cash/EFTPOS available
- HICAPS available

6. Practice's communication policy, including when and how we receive and return telephone calls and electronic communications

Telephone

- All telephone calls are answered by our reception staff
- All phone calls are answered during clinic operating hours
- Telephone calls from patients will not generally be put through to doctors, unless it is an urgent/emergency call
- Our reception staff are happy to take messages or assist you with any general questions
- If you have a medical question after seeing one of our doctors, you can speak with the nurse/or doctor and they will discuss your concerns
- Normally our nurses/doctor will return your call later the same day
- If you have an urgent medical problem, then our nurses will try to organise an urgent appointment with the doctor.
- Due to COVID-19 pandemic, telephone consultations are carried out and patients are encouraged to make an appointment. This was introduced due to the COVID-19 pandemic and to keep all patients safe.

Emails

- Email communication regarding patient healthcare is discouraged as it is not a secure way for patient privacy
- We do NOT provide any medical advice via email
- If a patient needs medical advice they are encouraged to call or visit the clinic. When we are closed, if an urgent response is required, visit the local hospital or call 000
- Patients can use email to send through simple communications
- Patients communicating via email, do so at their own risk
- Patients are informed of the risks associated with electronic communications
- All emails are acknowledged and passed to the addressee
- Emails are reviewed daily, with a response time of 24 hours
- All relevant emails are stored in the patient's medical record
- Our practice adheres to the Australian Privacy Principles (APPs), the Privacy Act 1988, Privacy and Data Protection Act 2014 (Vic) Health Records Act 2001 (Vic)
- Patients can book through our online booking system (our website, HealthEngine, or HotDoc)

- Disclaimer below is added into the signature of all outgoing practice emails:

“IMPORTANT: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this E-Mail in error, please notify the sender. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this E-Mail. Please notify sender immediately by E-Mail if you have received this E-Mail by mistake and delete this E-Mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.”

Facsimiles

Our practice uses fax as its main communication tool.

SMS

We do not use SMS service.

7. Practice’s policy for managing patient health information (or its principles and how full details can be obtained from the practice):

Privacy Statement

Aim

The leaflet aims to clearly explain how personal information is recorded and managed in the practice. Our doctor will be happy to discuss this with our patients.

Your Personal Health Information

Our doctor needs information about our patient’s past and present health to provide them with high quality care. This practice will make sure that they are able to discuss their health with their doctor in private. Information is called ‘personal health information’ if it concerns their health, medical history or past or future medical care and if someone reading it would be able to identify them. This practice follows the guidelines of the ‘Handbook for the Management of Health Information in Private Medical Practice’. The handbook was produced by the Royal Australian College of General Practitioners. The

handbook incorporates the provisions of Federal and State Privacy Legislation. This means that our patient's personal information is kept private and secure.

Your Medical Records

Our doctor will do his/her best to make sure that their medical records:

- Are accurate, comprehensive, well organised and legible
- Are up to date
- Have enough information for another doctor to care for you
- Do not contain offensive or irrelevant comments about you
- Contain a summary of your care
- Can be used to remind patients, with their permission, to return for follow up, check-ups and reviews.

The doctor will only collect information which is relevant to our patient's medical care. If they are uncertain as to why information is being requested, they can ask their doctor. If they want access to health care and maintain their anonymity, they can ask their doctor.

Providing patient's information to other doctors

The doctor(s) in this practice respect the patient's right to decide how their personal health information is used or disclosed (for example to other doctors). In all, but exceptional circumstances, personal information that identifies them will be sent to other people with their consent. Gaining the patient's consent is the guiding principle. In this practice, it is customary for all doctors to have access to all the medical records. If a patient has any concerns about other doctors at this practice being able to see their records, they can discuss their concerns with their doctor. It is important that other people involved in their care, such as other doctors or health professionals, are informed of relevant parts of their medical history so they can best care for them. The doctor will let them know before this occurs. If they any concerns about this, they can discuss these with their doctor.

Providing patient's information to others

The doctor will not disclose a patient's personal health information to a third party unless:

- The patient has consented to the disclosure
- This disclosure is necessary because they are at risk of harm without treatment and they are unable to give consent. For example, they may be unconscious after an accident

- The doctor is legally obliged to disclose the information (e.g. Notification of certain infectious diseases or suspected child abuse or a subpoena or court order)
- The information is necessary to obtain Medicare payments or other health insurance rebates
- There is an overriding public health and safety interest in the release of the information.

There are times when disclosure is necessary for the doctors in the practice to carry out a review of their practice for the purpose of improving the quality of care provided and the activity has been approved under Commonwealth or State legislation. This provides safeguards to protect the confidentiality of the information provided. In any of the above cases, only information that is necessary to achieve the objective will be provided.

Using health information for quality improvement and research

We use patient health information to assist in improving the quality of care we give to all our patients by reviewing the treatments used in the practice. We may also use information that does not identify a patient in research projects to improve health care in the community. Patients will normally be informed if their information is to be used for this purpose and will have the opportunity to refuse to have their unidentified information used in this way. Wherever practicable, the information used for research will not be in a form that would enable them to be identified. The publication of research results that use their information, will never be in a form that enables them to be identified. In some circumstances, where the research serves an important public interest, identifiable medical records can be used for medical research without a patient's consent under guidelines issued by the National Health and Medical Research Council. An official ethics committee must approve this research.

Security of information in the practice

The practice will ensure that any of a patient's personal or health information that is stored electronically, comply with the RACGP Standards. This will protect their record from unauthorised access.

Access to a patient's health information

A patient has access to the information contained in their medical record. They may ask their doctor about any aspect of their health care, including information in their record. We believe that sharing information is important for good communication between the patient and the doctor and for good health care. Information in a patient's record can be provided to them by way of an accurate and up-to-date summary of their care, for instance if they are

moving away and are transferring to a new doctor. A patient should ask their doctor if they want a summary of their care for any reason.

If a patient requests a summary or direct access to their full medical report, their doctor will need to consider the risk of any physical or mental harm to them or any other person which may result from disclosure of their health information and may need to remove any information that may impact on the privacy of other individuals. The doctor will be pleased to provide a full explanation of the health summary or medical record provided. Depending on what is involved, the patient may be asked to contribute to the cost of providing the information.

Resolving a patient's concerns regarding the privacy of their health information

If a patient has any concerns regarding the privacy of their health information or regarding the accuracy of the information held by the practice, they should discuss these with their doctor. Inaccurate information will be corrected, or concerns noted in the records. For legal reasons, the original notes will be retained.

Further information on Privacy Legislation is available from:

Commissioner for Privacy and Data Protection Victoria – tel: 1300 666 444

Office of Federal Privacy Commissioner – tel: 1300 363 992

Office of the Health Services Commissioner (Victoria) – tel: 1800 136 066

8. How to provide feedback or make a complaint to the practice

- The Practice takes complaints and concerns about the privacy of patient's personal information seriously
- Patients should express any privacy concerns in writing. The practice will then attempt to resolve it in accordance with its complaint resolution process
- All employees are required to observe the obligations of confidentiality in the course of their employment and are required to sign Confidentiality Agreements.
- In the instance where you are dissatisfied with the level of service provided within the clinic, we encourage you to discuss any concerns relating to the privacy of your information with the Practice Manager or your Doctor.

- If the complaint has not been resolved to your level of satisfaction all complaints should be directed to:

Health Services Commissioner, Complaints and Information.

Ph: 1300 582 113.

Level 26, 570 Bourke Street, Melbourne, 3000.

9. Details on the range of services provided

Services available:

- General practice
- Childhood immunisations
- Vaccinations—children, adults, travel
- Flu vaccinations
- Home visits (time permitting)
- Iron infusions
- General health checks
- Family planning
- Cervical screening
- Pregnancy testing
- Smoking cessation program
- Skin cancer checks
- Ear syringing
- Physiotherapy
- Podiatry
- Psychology
- Liquid nitrogen cryotherapy
- Diathermy
- Blood collection
- Pre-Employment checks
- Suturing (Stitches) & emergency care
- Minor surgery, including stitching lacerations and removal of skin lesions (moles, cancers, cysts, etc) is performed.
- Wound care
- WorkCover
- TAC

- Insurance forms
- Taxi licences checks
- Implanon insertion & removal

Blood collection/tests can be arranged through Melbourne Pathology, Our doctor can arrange referrals to Allied Health and Specialist Medical Professionals.

Minor surgery, including stitching lacerations and removal of skin lesions (moles, cancers, cysts, etc) is performed.