

Practice Information Sheet



5 Alexandra Avenue, Hoppers Crossing 3029

PH: 8001 3049

FAX: 8804 5848

WEBSITE: www.utopiarefugeehealth.com

EMAIL: info@utopiarefugeehealth.com

AFTERHOURS: 13 74 25

NURSE ON CALL 1300 60 60 24

About Us

Welcome to Utopia! We are a benevolent organisation committed to improving the health of refugees and asylum seekers living in Melbourne's west. Utopia is co-designed by health professionals and refugees. Our staff have experience in health issues affecting refugee and asylum seekers and are powerful advocates for human rights.

Practice Hours: Monday to Fridays 9am-5pm (by appointment only)

Practice Doctors:

Dr Lester Mascarenhas (General Practitioner – Male)

Dr Mariam Tokhi (General Practitioner – Female)

Dr Kathryn Winter (General Practitioner – Female)

Dr Amireh Fakhouri (GP Registrar- Female)

Dr Munirah Mat Swati (GP Practitioner – Female)

Dr Cynthia Tan (General Practitioner – Female)

Dr Kasha Singh (Infectious Disease Physician)

Dr Dan Mason (Paediatrician in conjunction with Werribee Mercy Hospital)

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Dr Bevin Bhoyrul (Dermatologist in conjunction with Sinclair Dermatology)

Dr Zina Valaydon (hepatologist in conjunction with Western Hospital)

Practice Nurses:

Clara Davies (Women's Health and Registered Nurse)

Juliette Mo (Registered Nurse)

Jacinta Conlon (Registered Nurse)

Hayley Grace Wenzel (Registered Nurse)

Mary Mangoli (Registered Nurse)

Practice Manager: Sindhu Venkat

Admin Staff: Cher Htwe, Thaw Thaw Eh, Hannahl Tun speak Karen/Burmese, Thet Sayoo, Emma Sharabo and Larmay Minasoh speak Karenni/Burmese

Appointments: Our Practice is appointment only; our Practice Nurse will be happy to see you on the day to assess you

After Hours Care: For all emergencies, please call **000** or for non-emergencies please call 13 74 25, or nurse on call 1300 60 60 24

Home Visits: our doctors do offer home visits, which are generally for patients who are too ill or lack mobility to attend the medical centre. Please call reception to organise.

Services Available: Refugee Health, General Medicine, Chronic Disease Management, Infectious Disease Management, HIV, HEP B and Latent TB Providers onsite, Psychology, Women's Health, Travel Vaccinations, Immunisations, Wound Care, Ear Syringing, MTOP.

Fees: One consultation a year will attract a private fee. The fee will vary on the type of consultation. In general, our patients will be out of pocket by approximately \$85 for one consultation per year.

We will make an exception for the following groups:

- Children under the age of 18
- Adults with evidence of an intellectual disability
- Asylum seekers
- Those who are new arrivals within the past 12 months from date of consultation
- Specialist consultations will be exempt - the charge applies only to GP consultations

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Patients from a refugee or asylum seeker background are bulk billed with Medicare Care.

Patients from a refugee or asylum seeker background without Medicare Card will be seen Pro bono on provision of evidence of humanitarian visa or supply letter from Red Cross, IHMS, or Public Transport Victoria Asylum Seeker ID Card.

Patients from a non-refugee or asylum seeker background will be charged private fees. Bulk billing services is at the discretion of the practice manager.

Consultation Type	Private Cost	Medicare Rebate	Out of Pocket
Standard Consultation	\$128.90	\$43.90	\$85.00
Long Consultation	\$169.90	\$84.90	\$85.00
Extra Long Consultation	\$210.10	\$125.10	\$85.00
Medicals – not covered by Medicare	\$150.00		\$150.00
Mirena (IUD) insertion	\$220.00	\$91.35	\$128.65
MTOP – no Concession Card	\$300.00	\$84.90	\$215.10
MTOP – Concession Card	\$200.00	\$84.90	\$115.10

Work Cover – No letter with claim number need to pay the full Workcover amount on that day.

Fees For Nurse Only (i.e. no GP seen)

Procedure	Cost
Travel Vaccines	HEP A \$85.00 Typhoid \$85.00
Flu Vaccine Only	\$15
Ear Syringing	\$25
CST	Bulk Billed

All specialist services are Bulk Billed.

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All fees are to be paid on the day of consultation we have EFTPOS facilities or direct deposit
NO CASH.

Results and Recall Reminders: Results will not be given over the phone. A consultation will need to be booked with a doctor.

If a doctor has ordered a test for you, it is important that you make an appointment as soon as you have had your test so that your results can be given.

Please ensure your contact details are up to date, as we may need to contact you if your results is abnormal.

Our practice is committed to preventative care. We may issue you with a reminder from time to time offering you preventative health services appropriate to your care. If you do not wish to be a part of this system, please let us know at the front desk.

Doctors at Utopia can be contacted during our practice hours, a message will be taken via reception and the Doctor will return your call, when possible, you can speak to the Nurse on the day as an alternative.

Management of Personal Information: Your medical record is a confidential document. It is policy of Utopia Refugee & Asylum Seeker Health to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your GP will let you know when this is necessary.

We send out SMS reminders to our patients daily for their appointments

A copy of our privacy policy is available on request from the reception or our website.

Communication Policy: Patients can contact the clinic via the phone between 9am-5pm

We use the fax to send referrals to outside clinics/hospital.

Our email is protected so information can be sent via email.

Access your health information: You can request for a copy of your medical record, or a health summary, depending on what is required there may be asked to contribute a fee.

Your Opinion: We take your feedback seriously and have a policy of using it to maintain and where necessary improve the quality of our service.

We have a box located at reception for you to put your written feedback and complaints in. Our Practice Manager is always available to speak with you, however if you wish to take the matter further and feel that you need to discuss the matter outside of the Practice there are several options available:

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Australian Health Practitioner Regulation Agency 1300 419 495

Office of the Health Services Commissioner, Victoria 1300 582 113

Mental Health Complaints Commissioner 1800 246 054

Commissioner for Privacy and Data Protection, Victoria 1300 666 44

Disability Services Commissioner, Victoria 1800 677 342