



Mornington  
Medical Group

# Patient Information

On behalf of the Mornington Medical Group Team, we would like you to welcome you to our clinic. This booklet will provide you with information about our clinic, services and our team.

We welcome any comments, feedback or suggestions you may have about our services.

Please feel free to contact us via

**258 Main Street Mornington VIC 3931**

**Ph.: (03) 5975 2633**

**[http: morningtonmed.com.au](http://morningtonmed.com.au)**

**Email: [info@morningtonmed.com.au](mailto:info@morningtonmed.com.au)**

Our aim is to give our patients the highest possible quality of care, by ensuring excellence in all aspects of our practice. The team has been provided care to the local community since 1953.

***Care is available at the clinic or via telephone or video consultations over 6 days a week.***

## **Our Team**

All our General Practitioners at Mornington Medical Group have satisfied the training requirements of the Royal Australian College of General Practitioners (RACGP) and are on the Vocational Register of General Practitioners. This means we are committed to general practice and to continuing medical education.

We have an experienced team of doctors available to meet your needs. We are also proud to be a training practice for RACGP General Practice Registrars who are fully trained doctors specializing in general practice and medical student.

### **GP Owners**

Dr Michael Cross  
Dr Matt Evans  
Dr John Bolwell  
Dr John Roth

### **Doctors**

Dr Catherine Evans  
Dr Julie Van Andel  
Dr Tanya Lobo  
Dr Peter Morris  
Dr Nick Byrne

### **RACGP GP Registrars**

Dr Nicole Waugh  
Dr David Liu

## **Nursing Team**

We have highly skilled registered nurses who are part of our clinical team. They are able to answer relevant clinical queries regarding vaccinations, dressings, home visits and relevant test results. Our nursing staff are available to assist with procedures, emergencies, ECG's, wound dressings, injections, health assessments, general medical information and health promotion support. Health promotion information and resources are available in our waiting rooms or from any of our clinical staff.

## **Reception Team**

Our reception team look after all appointments in-hours, accounts, transferring patient files and maintaining the interests of waiting patients. Please let them know when you arrive for an appointment to ensure you are seen in turn.

## **Making Appointments**

Consultations are by appointment only and can be made either at the clinic, on-line or via the website ([www.morningtonmed.com.au](http://www.morningtonmed.com.au)). Telehealth consultations are available via the phone or video during the COVID pandemic. Please contact the clinic to make an appointment. Our clinical staff will triage patients based on priority, such as chest pain, asthma, broken bones, and lacerations.

For your ease and convenience, appointments can be made directly online by the website or by downloading the free clinic app from iTunes /Google store. This is an easy to use booking system. Further information is available on our website or ask our reception staff.

*Should you think you will need a longer than usual appointment with your doctor please advise the receptionist when booking your appointment.*

Such appointments include:

- Multiple problems
- Pap smears
- Minor procedures
- Counselling
- Medical claims
- Detailed medical paperwork

If you are running late, and unable to attend at the booked time, please telephone the clinic.

### **Accounts**

As a private billing practice all Accounts are to be paid at the time of consultation. Children 15 years and under are BULK BILLED. We accept cash, cheque (by prior agreement), major credit cards (not American Express) and EFTPOS. During the COVID pandemic our preference is for payment by credit card or EFTPOS only. Our current fee list for our standard consultations is available from reception and in our waiting room areas.

A discounted rate is available to patients who hold a current Pension or Health Care Card.

If you are having difficulty paying your accounts please discuss this with the reception team or the Office Manager- Jill Fulton.

### **Goods and Services Tax**

Medical services provided as treatment of a patient will not usually attract the 10% GST.

If your consultation or service attracts GST you will be issued with an appropriate Tax Invoice.

### **After Hours Services**

When closed our clinic has an answering service message that instructs you of our opening hours and the emergency after hour's number ph. 59752633. On weekends the afterhours service is provided by the DoctorDoctor service. After hours clinic hours are available on Saturday mornings

### **Home Visits**

Home visits are available to our regular patients whose condition prevents them from attending the clinic. During the COVID pandemic the criteria for home visits will be based on Department of Human Services (DHS – Victorian Government) advice and ensuring the safety of our doctors. If you consider you need a home visit please contact the clinic as soon as possible. Our staff will be able to discuss your needs and will facilitate with our doctors to co-ordinate a visit (within 10 kilometers of the clinic) if assessed as being required and meeting our criteria. We will advise you of the relevant home visit fee.

### **Repeat Prescriptions / Referrals**

To ensure continuity of care, it is our policy to issue repeat prescriptions or referrals only with a consultation with a doctor. This can be in the clinic or via a Telehealth phone or video consultation. Mornington Medical Group have a good relationship with many local health care service providers and we have ePrescribing available electronically via SMS or email to patients and/or the local pharmacy. Please let receptionists know that you require a repeat script or referral only.

## **Children**

Our clinic has a dedicated play area for children. There are play areas, reading and coloring books with pencils to keep children entertained while they wait to see their doctor. During the COVID pandemic this area is not available.

## **Reminder System for Preventative Care/Results**

Patient details are located on our reminder system for preventative care recalls unless otherwise informed by the patient. Our reminder system includes (but not limited to) cervical smears, diabetes screening, immunisations, blood cholesterol monitoring and general health checks and are sent out via SMS or email.

Patients are advised to contact their doctor for results, or the individual doctor may arrange the follow up process directly with you i.e. follow up appointment in 7 days, etc. We have an internal system for the follow up of urgent/abnormal patient results.

## **SMS and Email Service**

A SMS reminder service is available to Mornington Medical Group patients who have provided us with their current mobile phone number. Patients who have booked an appointment will be sent an SMS reminder the day before their appointment.

Patients will be sent SMS's or emails regarding new services. Information about our influenza clinics will also be sent out. Please notify reception staff if you do not want to receive information in this way.

## **Communication**

Patient Information is received by post, registered mail, fax and secure encoded email from specialists. Email correspondence can be sent to the Office Manager on email [info@morningtonmed.com.au](mailto:info@morningtonmed.com.au)

## **Vaccines**

Travel vaccines and travel advice are available at all our clinics. Our clinic is an accredited yellow fever provider. General vaccines and immunisation advice including questions regarding childhood immunisation and vaccination of your children is provided.

## **Emergency Contact Details**

We encourage our patients to advise staff or doctors of their emergency Next of Kin (NOK) contact details to ensure your records are up to date.

## **Cultural / Ethnic Background and Interpreters**

We encourage our patients to advise our doctors of their cultural background, i.e. if you are Aboriginal or Torres Strait islander, require an interpreter, or the National Relay Service (NRS) for patient who are deaf. Interpreter Services contact details are Ph.: 1300 131 450

## **Personal Records**

It helps us to know your changes of name, address, telephone number or marital status. Please keep our receptionists informed of any changes. All patient consultations and medical records are kept strictly confidential. If you require a copy of your medical records or wish to transfer to another clinic please advise our reception staff and they will inform you about how to go about this. Mornington Medical Group follows strict guidelines in accordance with the Privacy Amendment (Private Sector) Act 2012

## **Privacy Policy**

The provision of quality healthcare requires a doctor patient relationship of trust and confidentiality consistent with our commitment to quality care. This practice has developed a policy to protect patient privacy in compliance with privacy legislation and is available from reception staff. We abide by the Ten National Privacy Principles available at <https://www.oaic.gov.au/privacy/australian-privacy-principles/>.

In complying with the Privacy Amendment (Enhancing Privacy Protection) Bill 2012, patient privacy and confidentiality is assured for consultations and in medical and account's records, appointments, telephone calls and electronic media including computer information. Refer to the Australian Medical Association (AMA) Code of Ethics, [www.amavic.com.au](http://www.amavic.com.au)

## **Telephoning Your Doctor**

The Doctors will take telephone calls relating to patients and your families health. If they are consulting with patients when you call they may need to call you back. Some of your phone calls may be directed on to one of our Practice Nurses for appropriate advice. If it is an emergency your call will be put through to the GP. Electronic communication with our doctors is available via a secure encrypted service only – Argus Messaging System.

## **Facilities for People with Disabilities**

Our clinic can accommodate patients with impaired mobility or in wheelchairs. A ramp is in place at the front entrance. Our Doctors provide care to a range of patients with disabilities.

## **No Smoking**

This practice has a no smoking policy in place, including our car parks and around external buildings.

## **Mornington Medical Group Website**

Mornington Medical Group has a dedicated website [www.morningtonmed.com.au](http://www.morningtonmed.com.au) which outlines the services available at our clinic and by our clinical team.

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## **Other Services Available**

- Accident and Emergency dial 000 for ambulance.
- If you require bereavement advice, either your doctor or funeral director may be able to assist.
- If you are travelling overseas our Doctors can administer appropriate vaccines and advise on overseas health requirements (COVID restrictions are currently in place).
- Skin Check clinics are available
- A range of minor surgical procedures
- Doctors from our clinic provide medical care to several local Aged Care facilities
- A range of sporting, diving and pre-employment medical examinations can be performed in the clinics.
- Our clinics offer a wide range of allied health services including physiotherapy and diabetic education

## **Comments/Suggestions/Feedback**

Our team values your feedback and we encourage you to let us know about your experience with our services and at our clinics. Please provide feedback directly to our doctors or staff. In addition, each clinic has a Team Leader responsible for patient feedback or otherwise speak with or write to the Practice Manager, 258 Main Street Mornington VIC 3931 or phone 5975 2633. Suggestion boxes for your feedback are available in the waiting rooms or you can email us at [info@morningtonmed.com.au](mailto:info@morningtonmed.com.au).

From time-to-time you may be asked to participate in patient surveys. Your participation is entirely voluntary and all answers are confidential.

Alternatively, if you feel your concerns are not dealt with adequately by the practice you may wish to read the new legislation: the Health Complaints Act 2016 (Vic). You can lodge a complaint on line at the Health Complaints Commissioner (HCC) Level 26, 570 Bourke Street, MELBOURNE 3000. Phone 1300 582 113 (Toll free) email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au) or [www.health.vic.gov.au](http://www.health.vic.gov.au).



## Consent Form

We require your consent to collect personal information about you. Please read this consent form carefully and sign where indicated below.

Mornington Medical Group collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs. This means we will use the information you provide in the following ways:

- Administrative purposes in running our medical practice
- Billing purposes, including compliance with Medical and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors or for medical tests and in reports or results returned to us following referrals.
- Disclosure to other doctors in the practice, locums etc. attached to the practice for the purpose of patient care and teaching. Please let us know if you do not want your records accessed for these purposes and we will note on your record accordingly.
- Disclosure for research and quality assurance activities to improve individual and community health care and practice management, all information in these instances is un-identified. You will be informed when such activities are being conducted and given the opportunity to "opt out" of any involvement.

I have read the information above and understand the reasons why my information must be collected. I am also aware that this practice has a privacy policy on handling Patient Information.

I understand that I am not obliged to provide any information requested of me but failure to do so may compromise the quality of healthcare and treatment given to me.

I am aware of my rights to access the information collected about me, except in some circumstances where access may be legitimately withheld. I will be given an explanation in these circumstances.

I understand that if my information is to be used for any other purpose other than set out above, my further consent will be obtained.

I consent to the handling of my information by the practice for the purpose set out above, subject to any limitations on access or disclosure of which I notify this practice.

Name ..... Signed .....

Name of Guardian (for child) ..... Signed .....

Date .....



**Health Information Collection and Use Consent Form**  
**Mornington Medical Group**

As a patient of our medical practice we require you to provide us with your personal details and a full medical history, so that we may properly assess, diagnose, treat and be proactive in your health care needs.

We aim to protect the privacy and secure storage of your health information. You can request a copy of our privacy policy, which includes information about the collection, use and disclosure of your health information.

We require your consent to collect personal information about you and to use the information you provide in the following ways. Please read this consent form carefully, and sign where indicated below.

- Administrative purposes in running our medical practice.
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following referrals.
- Disclosure to other doctors in the practice, locums etc. attached to the practice for the purpose of patient care and teaching.
- For research and quality assurance activities to improve individual and community health care and practice management. Usually information that does not identify you is used but should information that will identify you be required you will be informed and given the opportunity to “opt out” of any involvement.
- To comply with any legislative or regulatory requirements e.g. notifiable diseases.
- For reminder letters which may be sent to you regarding your health care and management.
- Payment in full is required at the time of the consultation. A \$20 non attendance fee will be charged for consults cancelled within 12 hours.

You can decline to have your health information used in all or some of the ways outlined above but it may influence our ability to manage your health care to provide the best outcome for you.

I have read the information above and understand the reasons why my information must be collected.	<input type="checkbox"/>
I understand that I am not obliged to provide any information requested of me, but failure to do so may compromise the quality of health care and treatment given to me.	<input type="checkbox"/>
I am aware of my rights to access the information collected about me, except in some circumstances where access may be legitimately withheld. I will be given an explanation in these circumstances.	<input type="checkbox"/>
I understand that if my information is to be used for any other purpose other than set out above, my further consent will be obtained.	<input type="checkbox"/>
<b>I consent to the handling of my information by the practice for the purpose set out above, subject to any limitations on access or disclosure of which I notify this practice.</b>	<input type="checkbox"/>
<b>OR</b>	
<b>I am unsure and would like to discuss this further with someone from the medical practice before I sign.</b>	<input type="checkbox"/>

Patients Name \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Patient's signature \_\_\_\_\_

Signed as Guardian for child \_\_\_\_\_ Name (printed) \_\_\_\_\_



# Mornington Medical Group - GP Profiles

## **Dr. John Bolwell (MBBS, Dip Obs RCOG)**

After moving from solo practice in Broadford, country Victoria, Dr Bolwell joined the clinic to become a partner. His areas of special interest include musculoskeletal and travel medicine. Outside of his practice Dr Bolwell enjoys spending time with his grandchildren and keeps fit by swimming and cycling regularly.

## **Dr Michael Cross (MBBS, FRACGP)**

Dr Cross specializes in aged care, diabetes and musculoskeletal medicine. He helps educate and mentor our general practice registrars, and is involved with South Eastern Melbourne Primary Health Network. Dr Cross urges his patients to maintain good weight, diet, exercise, emotional and spiritual wellbeing, and says living well now can determine your health later in life. Personally, he balances work with travel, photography, walking, gardening, playing golf and reading.

## **Dr. Matthew Evans (MBBS (Hons), BA App Sci Physio (Hons), DCH, FRACGP)**

After beginning his career as a physiotherapist at St Vincent's Hospital, Dr Evans completed his medical degree at Monash University in 2002, winning the medal for the highest aggregate marks in medicine. He also has a diploma in child health and specializes in pediatrics, palliative care, musculoskeletal medicine and diabetes. Mental health is just as important as physical health, says Dr Evans, who enjoys reading, family time, bush walking and fine dining.

## **Dr. John Roth (MBBS (Hons), FRACGP)**

Dr Roth joined the clinic in 2006 where he specialises in diving medicine, ear, nose and throat health, skin disease and skin cancer medicine. Dr Roth says he enjoys caring for his patients at both ends of their life and through the highs and lows in between. He believes in continuity of care and recommends getting to know your GP overtime for the benefit of your health. If an urgent medical matter arises and you cannot visit your usual doctor don't delay. Instead, he suggests visiting another doctor at the same clinic. Dr Roth is an avid scuba diver, bushwalker and piano player – pursuits he says expand his horizons and are good for the soul.

## **Dr Catherine Evans (MBBS, DRANZCOG, FRACGP)**

Dr Evans grew up on the Mornington Peninsula before moving to Melbourne where she studied at the University of Melbourne and worked at the Royal Melbourne, Royal Children's, Royal Women's and Western hospitals. She returned to the peninsula as a GP in 2001 where she specialises in women's health, mental health, nutrition and weight loss counselling. Dr Evans says understanding your family medical history and your own medical background will help prevent risks of serious illness. Prevention and early detection of an illness are important and Dr Evans, or your GP, can help you with this. Spending time outdoors with her family playing tennis, bush walking and gardening are among her favourite personal pursuits.

## **Dr. Julie Van Andel (MBBS, Dip Obs, RCOG, FRACGP)**

Dr Van Andel has enjoyed a diverse career in medicine. After graduating from the University of Melbourne in 1987, she has run a small intensive care ward in Africa, worked in Kakadu and spent more than 20 years at local services including Headspace in Frankston. Dr Van Andel also has a fellowship of general practice and a diploma of obstetrics. At the clinic she specializes in antenatal, paediatrics, youth and women's health, travel medicine and sexual health. Dr Van Andel urges sexually active women, especially those with multiple partners, to have yearly health checks. Despite her busy practice, Dr Van Andel always finds time to travel, learn new languages, practice yoga and focus on philosophy and spiritually.

**Dr. Tanya Lobo (MBBS, BMed.Sc, DCH, FRACGP)**

Dr Lobo has practiced on the Mornington Peninsula since 2013 and enjoys seeing a range of patients. She has a special interest in women's health and preventative and palliative care. After graduating from the University of Melbourne in 2008, Dr Lobo undertook further training at St. Vincent's Hospital, then went on to become a fellow of the RACGP as well as attain a Diploma in Child Health. Dr Lobo lives locally with her husband and young son, and enjoys her time with her family, which includes her beloved miniature poodle.

**Dr Peter Morris (MBBS (Hons), BMedSc (Hons), PGDipSurgAnat, FRACGP)**

Graduating from Monash University in 2010, Dr Morris holds a Bachelor of Medicine and Surgery, as well as a Bachelor of Medical Science. He also completed a Diploma of Surgical Anatomy from Melbourne University in 2013. Before completing his General Practice training, Peter worked at Monash Health for several years in the field of General Surgery.

Dr Morris has a special interest in surgical conditions, as well as sports medicine.

Outside of medicine, Dr Morris has a passion for obstacle course races and mud runs, including the grueling Tough Mudder 20km challenge which he has completed numerous times. He is a scuba diver, a skier and snowboarder, and has travelled to more than 30 countries. Dr Morris is also an avid photographer, and he particularly enjoys astrophotography.

**Dr. Nick Byrne (MBBS)**

Dr Byrne grew up on the Mornington Peninsula and after studying pharmacy for 4 years in Bendigo returned to Practice on the Peninsula as a community pharmacist in Rye. He decided to return to Medical school at Deakin University in Geelong, graduating in 2014, before moving to work as a Junior Doctor through Monash Health. He is again returning to the Peninsula after completing his general practice fellowship in Adelaide over the past 2 years.

He has a keen interest in preventative health, men's health, sexual health and paediatrics as well as a growing interest in skin checks and skin cancer prevention for which he aims to gain further training. Outside of work he enjoys all the good food and drink that the peninsula has to offer with family and friends. He has a passion for pop culture, music and movies and is an avid collector of vinyl records.

**Dr. Nicole Waugh (MBBS)**

Dr Waugh is a registrar undertaking specialty training in general practice. She completed a Bachelor of Medicine and Surgery at Monash University. Dr Waugh has worked in medicine on the Mornington Peninsula for the last 5 years covering a broad range of specialties including general medicine, emergency medicine, paediatrics and women's health. She endeavors to practice quality, up to date and holistic healthcare that is individualized to each patient she meets.

Dr Waugh's interest areas are broad but include travel medicine and children's health.

Outside of the clinic, Dr Waugh enjoys travel, cooking and exploring the Mornington Peninsula beaches with her partner and dog.