



Mornington  
Medical Group

# Patient Information

This brochure will provide you with information about the clinic, the independent medical practitioners who work from the clinic, clinical staff, and available services.

Your doctor and the staff welcome any comments, feedback or suggestions you may have about your experience at the clinic or with your medical practitioner.

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)**



**App - iTunes App Store or Google Play Store**

## **Opening Hours**

Monday, Tuesday, Thursday, Friday 8.30am – 5.30pm

Wednesday 8.30am -8.pm and Saturday 9.am-12.pm

*Medical services and care are available at the clinic or via telephone or video consultations over 6 days a week.*

**Independent Medical Practitioners**

December 2023

The General Practitioners who work from the clinic are all independent medical practitioners who run their own medical practices from the clinic. These doctors 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 the doctors are committed to general practice and to continuing medical education.

The clinic is a training practice for RACGP General Practice Registrars who are fully trained doctors specializing in general practice and medical students.

### **Independent Medical Practitioners**

Dr Michael Cross  
Dr Matt Evans  
Dr Catherine Evans  
Dr Nick Byrne  
Dr Peter Morris

Dr Michael Dobson  
Dr Julie Van Andel  
Dr Tanya Lobo  
Dr Trudi Potter  
Dr Dallas Smith

### **RACGP GP Registrar**

Dr Janani Paramanatham

### **Clinic Nurses**

The clinic has available highly skilled registered and enrolled nurses who provide clinical support to the medical practitioners who work out of the clinic. Nurses are available to answer relevant clinical queries regarding vaccinations, dressings, home visits and relevant test results. Nurses are available to assist with procedures, emergencies, wound dressings, injections, health assessments, general medical information and health promotion support. Health promotion information and resources are available in the waiting rooms or from your practitioner.

### **Administration**

The reception staff look after all appointments in-hours, accounts, transferring patient files and maintaining the interests of waiting patients. The receptionists will confirm your 3 health identifiers when you arrive – your name, date of birth and address. 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, via the app or via the website ([www.morningtonmed.com.au](http://www.morningtonmed.com.au)). Telehealth consultations are available via the phone or video conferencing. Please contact the clinic to make an appointment. Nurses 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 for your medical practitioner online by the website or by downloading the free clinic app from iTunes /Google Play store. This is an easy-to-use booking system. COVID vaccine appointments can be made via the HotDocs App or our website ([www.morningtonmed.com.au](http://www.morningtonmed.com.au)). If you have any questions, please speak to our friendly reception staff.

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

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Such appointments include:

Multiple health problems	Medicals including dive and aviation	Pap Smears
Minor Procedures	Extensive wound care	Management plans

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

**Services Available**

Minor Procedures	Aged Care Visits - Limited
Skin Cancer Checks	Travel Medicine & Care
Health Promotion activities including community talks	Yellow Fever Vaccinations
Home visits - Depends on individual doctors.	Wound Care
Women's Health Checks Family Planning	Chronic disease management - GPMP's, Health Assessments etc.
Men's Health Checks	Children & Adolescent Health
Dive & Aviation Medicals	Immunisations
Iron Infusions	Mental Health Well Being
Nutrition & Weight Loss Counselling	Telehealth
COVID Vaccinations	

**Accounts**

As a private billing practice all Accounts are to be paid at the time of consultation. Children under 12 years are BULK BILLED during weekday business hours. We accept cash, major credit cards (except American Express) and EFTPOS. The current consultation fee list for a standard consultation is available from reception, the waiting room, or the website. Fees may change between doctors as they set their own patient fees.

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 or administration team and they will liaise directly with your doctor.

**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 (purchase of a vaccine) you will be issued with an appropriate Tax Invoice.

## **After Hours Services**

When the clinic is closed an answering service message provides information of the opening hours and the emergency after hour's service. The number for afterhours information is ph. 5975 2633. This service is provided to current patients only. On weekends / public holidays the afterhours service is provided by the DoctorDoctor locum home medical service who will provide a report on the care provided to your doctor. After hours clinic hours are available on Saturday mornings and Wednesday evening.

## **Home Visits**

Home visits are available to the clinics regular patients whose condition prevents them from attending the clinic. Patients will need to confirm if their doctor provides a home visit service as this is up to each independent medical practitioner. If you consider you need a home visit, please contact the clinic as soon as possible. A home visit is available within 10 kilometers of the clinic if assessed as being required and agreeable by your doctor. We will advise you of the relevant home visit fee.

## **Telehealth**

The clinic provides access to the medical practitioners and nurses to deliver phone and video telehealth medical services to their patients. A fee will apply for this service so please speak to the reception staff for further details.

## **Repeat Prescriptions / Referrals**

To ensure continuity of care, it is your doctor's policy to issue repeat prescriptions or referrals only with a consultation with a medical practitioner. This can be in the clinic or via a Telehealth phone or video consultation. Script ePrescribing is 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 when booking an appointment.

## **Children**

Whilst the COVID pandemic continues the dedicated play area for children, reading and coloring books with pencils to keep children entertained while they wait to see their doctor is not available due to infection control requirements.

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

Patient details are located on the electronic reminder system for preventative care recalls unless otherwise informed by the patient. The 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 medical practitioner for results, or the individual doctor may arrange the follow up process directly with you i.e. follow up appointment in 7 days, etc. Your medical practitioner has access to the internal clinical system for the follow up of urgent/abnormal patient results.

## **SMS and Email Service**

An SMS reminder service is available to patients who have provided the clinic 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 the availability of COVID vaccine clinics or when influenza vaccines are available. Please notify reception staff if you do not want to receive information in this way.

Patients can make an appointment to see their doctor via phone or book on line for all appointments. Appointment requests or medical questions are unable to be received via email.

## **Communication**

Patient Information is received by post, registered mail, fax and secure encoded email from specialists. Your independent medical practitioner will take telephone calls relating to patients and your family's 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 to the nurses for appropriate advice. Phone messages will usually be responded to that day however this is up to each individual medical practitioner. Email correspondence can be sent to the reception staff via email [info@morningtonmed.com.au](mailto:info@morningtonmed.com.au). Emails will be responded to within 24 business hours.

## **Vaccines**

Travel vaccines and travel advice is available from your medical practitioner and the nurse. The clinic is an accredited yellow fever provider. General vaccines and immunisation advice including questions regarding childhood immunisation and vaccination of your children is provided. The clinics nurse immunisers are able administer vaccinations, including COVID vaccinations to the community.

## **Emergency Contact Details**

We encourage patients to advise the receptionist or your medical practitioner of their emergency Next of Kin (NOK) contact details to ensure your records are up to date.

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

Please advise the receptionist of your relevant cultural background or requirement for an interpreter, 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.: 131 450

## **Patient Records**

It helps your doctor to know your changes of name, address, telephone number or email. Please notify the receptionists of any changes. 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 the reception staff and they will provide you with the process about how to go about this. The clinic follows strict guidelines in accordance with the Privacy Amendment (Private Sector) Act 2012.

## **No Smoking**

The clinic site has a no smoking policy in place, including the clinic car park and around external buildings.

## **Facilities for People with Disabilities**

The clinic can accommodate patients with impaired mobility or in wheelchairs. A ramp is in place at the front entrance.

## **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 the clinic. Monthly patient newsletters are available to keep patients up to date with health information and changes that have occurred.

## **Privacy Policy**

The provision of quality healthcare requires a doctor patient relationship of trust and confidentiality consistent with their commitment to quality care. This clinic has developed a policy to protect patient privacy in compliance with privacy legislation and is available from reception staff or in the waiting room. 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)

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## **Other Services Available**

- Accident and Emergency dial 000 for ambulance.
- If you require bereavement advice please speak with your doctor
- A range of minor surgical procedures – please speak with your doctor
- Some of the independent medical practitioners provide medical care to local Aged Care facilities
- A range of sporting, diving, aviation, and pre-employment medical examinations can be performed by specific doctors.
- The clinic has available independent allied health services including physiotherapy.

## **Comments/Suggestions/Feedback**

The Medical Practitioners, nurses, and management team value your feedback and we encourage you to let us know about your experience with your doctor and the services at the clinic. Please provide feedback directly to your doctor or staff. In addition, the Team Leader can be contacted at 258 Main Street Mornington VIC 3931 or via the phone 5975 2633. A suggestion box for your feedback is available in the waiting room or you can email to [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. Feedback will be provided via information in the waiting room and on the website.

Alternatively, if you feel your concerns are not dealt with adequately by your doctor or the staff you may wish to read 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).

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

Information brochures are available in the waiting room about this independent service.



## Consent Form

Your doctor requires your consent to collect personal information about you. Please read this consent form carefully and sign where indicated below.

Your doctor collects information from you for the primary purpose of providing quality health care. Your practitioner requires you to provide your personal details and a full medical history so that they may properly assess, diagnose, treat and be proactive in your health care needs. This means they will use the information you provide in the following ways:

- Administrative purposes in running their 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 their medical practice. This may occur through referral to other doctors or for medical tests and in reports or results returned to your practitioner following referrals.
- Disclosure to other doctors who work from the practice, locums etc. attached to the practice for the purpose of patient care and teaching. Please let your practitioner know if you do not want your records accessed for these purposes and this will be recorded 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 doctor and the clinic for the purpose set out above, subject to any limitations on access or disclosure of which I notify the clinic.

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

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

Date .....





## Health Information Collection and Use Consent Form

As a patient your independent medical practitioner will require you to provide the clinic with your personal details and a full medical history, so that your medical practitioner may properly assess, diagnose, treat and be proactive in your health care needs.

Your doctor aims to protect the privacy and secure storage of your health information. You can request a copy of the privacy policy which includes information about the collection, use and disclosure of your health information. Your doctor requires 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 who work at the clinic, practice, locums etc. attached to the clinic 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 correspondence which may be sent to you regarding your health care and management.
- Payment in full is required at the time of the consultation. A full consultation fee will be charged for consults cancelled or not attended.

You can decline to have your health information used in all or some of the ways outlined above but it may influence their 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 doctor and the clinic 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 my doctor before I sign.</b>	<input type="checkbox"/>

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

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

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

# Independent Practitioner Information

Doctors who work out of Mornington Medical Group are all independent medical practitioners who run their own practices from the clinic. The doctors have provided information about their medical practices and interests below:

## **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 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 spirituality.

## **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 Lori Jackson (FRACGP, BMBS, Dip. Child Health, B Nursing, B Public Health and Health Promotion)**

Is taking a break from her medical practice for 12 months and plans to return to her practice in September 2024.

### **Dr Michael Dobson (MBBS)**

Dr Dobson graduated from Deakin University in 2016 and completed his hospital training at Geelong Hospital before moving to the Mornington Peninsula. Dr Dobson is a Medical Officer in the Royal Australian Navy, working at HMAS Cerberus.

His areas of interest including aviation medicine, musculoskeletal medicine, dive medicine and preventive health.

Away from medicine, Dr Dobson enjoys running, cooking, woodworking and spending time with his young family. Dr Dobson is currently available on Thursdays and fortnightly Saturday mornings.

**Dr Trudi Potter (MBBS; Dip Obs: FRACGP)**

Graduated from Monash University in 1989, obtained a Diploma of Obstetrics in 1993 and became a Fellow of the RACGP in 1997. Dr Potter worked in the Eastern suburbs of Melbourne for over 25 years before relocating to the beautiful Mornington Peninsula in 2023.

Dr Potter enjoys all aspects of family medicine and has a special interest in women's health, pregnancy care and chronic disease management, especially in the older patient. Dr Potter strives to provide compassionate, whole person care. In her spare time, she enjoys hiking, gardening, a good book and spending time with the family.

Dr Potter has a dedicated website which she encourages you to visit - <https://sandygp.com/>

**Dr Dallas Smith (MBBS; BBiomedSc)**

Dr Smith enjoys all aspects of general practice with particular interest in preventative health, cardiovascular disease, men's health and musculoskeletal injuries. He also performs minor surgical procedures, toenail wedge resections, Implanon insertions/removals and iron infusions.

He grew up in the southeastern suburbs of Melbourne and completed his medical studies at Monash University. Following this, he gained several years of experience in the hospital system, particularly in emergency medicine. He subsequently transitioned into general practice and obtained Fellowship of the Royal Australian College of General Practitioners (FRACGP).

In his spare time, he enjoys spending time with his family, keeping active with recreational running and cycling and following Formula 1.

**Dr Janani Paramanatham (MBBS)**

Dr Janani completed her MBBS at Monash University, graduating in 2015. Since then, she has worked in a number of specialties including medicine, emergency care, pediatrics, obstetrics and orthopaedic surgery at Monash Health and in regional and metropolitan hospitals around Australia.

Aside from working as a doctor, Dr Janani enjoys travelling, bushwalking, reading and checking out art galleries and new places to eat!