

VIOLET TOWN MEDICAL CLINIC

31 Weir Street, Euroa 3666

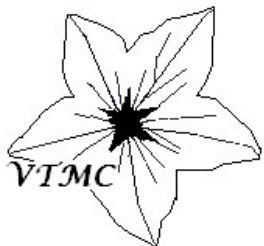
Monday – Friday
8:30am - 12:45pm
2:00pm - 5:00pm

46 Cowslip Street, Violet Town 3669

Monday & Tuesday
8:30am – 12:30pm
2:00pm – 5:00pm
Thursday
8:30am – 12:30pm

Contact details

Ph. 03 5736 4000
Fax. 03 5795 1134
Email: clinic@violetmedical.com.au



VIOLET TOWN MEDICAL CLINIC

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INTRODUCTION

Violet Town Medical Clinic has been operating since October 2009, providing coordinated medical care to the people of Violet Town and surrounding areas. Violet Town Medical Clinic – Euroa is a modern general practice medical clinic, which was dedicatedly built and set up in 2017. It has been operating since October 2017.

SERVICES

The clinic offers a range of patient care covering general practice domains. It includes but not limited to

- Family medicine
- Health Assessments
- Medication Reviews
- Women's Health
- Men's Health
- Mental Health
- Minor surgical procedures
- Chronic Disease Management Plans
- Travel medicine
- Immunisations – Child, Adult, Travel and Occupational
- Onsite pathology collection and ECG
- Practice nursing – cryotherapy, iron infusion, venesection

STAFF

Doctors

Dr Tianming Wang FRACGP, MBBS (Euroa)
Dr Rashid Safdar FRACGP, MD, LMCC (Euroa)
Dr Yagyadut Gupta MBBS (Euroa)

Nurse

Cassie Turner RN Div1
Sachini Gamage

Reception and Administration

Rebecca Noye
Belinda Hobbs
Andrea McIvor

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MEDICAL STUDENTS

Violet Town Medical Clinic – Euroa may occasionally have third party visitors, such as medical observers, chaperones attend consultations. Patient consent is always obtained before prior to allowing these individuals to be present during consultations with patients and doctors.

COMPLAINTS & FEEDBACK

At Violet Town Medical Clinic - Euroa, we welcome your feedback and are constantly striving for improvement. You may choose any of the following communication methods

1. Directly speak to your doctor or practice administrative staff.
2. Put in writing and give to the practice administrative staff. Feedback forms are available in the waiting room. Please return the forms in the envelopes for your privacy.
3. Send an email to clinic@violetmedical.com.au
4. Fill the electronic form located in our website: <https://www.violetmedical.com.au/contact>

All complaints are reviewed, and full consideration is applied to all parties involved. We shall take appropriate action as possible and provide feedback.

If you wish to take the matter further you can contact either:

Victorian Health Complaints Commissioner

<https://hcc.vic.gov.au/>
Telephone: 1300 582 113

OR

Australian Health Practitioner Regulation Agency (AHPRA)

<https://www.ahpra.gov.au>
Telephone: 1300 419 495

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ADDITIONAL SERVICES

Pathology

Violet Town Medical Clinic is an authorised specimen collection service provider for Dorevitch Pathology. Specimens are collected by couriers twice daily, and appointments are required for collection.

Home Visits

Violet Town Medical Clinic does not offer regular home visits. However, they can be arranged under special circumstances, such as for patients with special needs or those requiring end-of-life care.

Telephone Interpreter Service

For translating and interpretation services for languages other than English, phone: TIS (Translating & Interpreting Service) 13 14 50

National Auslan Interpreter Service

VTMC can arrange remote video or telephone interpreter services for deaf patients.

PRIVACY – YOUR MEDICAL RECORD

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the strict National Privacy Principles available at www.privacy.gov.au/health/index.html.

Patients at this practice have the right to access their personal health information (medical record). Please enquire with the Receptionist or Doctor.

Correspondence

Correspondence with external health care providers is sent or received either via fax or electronic data transfer software. Electronic data transfer is also known as secure messaging system, which is encrypted by PKI provided by Medicare Australia.

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APPOINTMENTS

A range of appointment types are available to ensure sufficient time is allocated to discuss your needs with the Doctor and to minimise delays.

Every effort will be made to accommodate your preferred time and choice of practitioner. Longer consultations are available please ask reception if you require extra time.

-Standard Appointment (usually 5-10 min): suitable usual medical issues

-Long Appointment (usually 10-20min): suitable for one complex medical problem or two less complex but related medical problems

You may choose to book appointments online, through telephone or in person. Online booking is preferred because it can even be done during non-business hours.

Online Bookings

You can book an appointment through our official website

<http://www.violetmedical.com.au>

Alternatively you can simply use your mobile phone to scan this QR code



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WALK-IN APPOINTMENTS

If you require a walk-in/urgent appointment you will be triaged by the staff and will be seen according to the seriousness of your condition. Reception Staff will obtain medical advice from the GP or nurse when required.

TELEPHONE ACCESS

GPs may be contacted during normal opening hours. These calls will be answered by the Receptionist who will relay your request to the doctor to return your call at his/her earliest convenience.

If the matter is urgent, please notify the Receptionist and you will be transferred to the GP or Practice Nurse.

CARE OUTSIDE NORMAL OPENING HOURS

If you have an EMERGENCY and require an ambulance

call 000

For other urgent care, please contact your closest Public Hospital:

- Goulburn Valley Health (03) 5832 2322
- Northeast Health Wangaratta (03) 5722 5184

For non-emergency after hour care, attend Benalla Hospital (03) 5761 4222

Alternately, you can phone Nurse-On-Call 1300 60 60 24

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CONSULTATION FEES

Violet Town Medical Clinic - Euroa is a bulk-billing clinic for patients holding a valid Medicare or Veteran Healthcare Card.

FEES NOT COVERED BY MEDICARE OR DVA

Facility Fee

Facility Fees are charged by the clinic (not by the doctors) for consumable medical equipment used for surgical procedures, wound management, etc. This fee ranges from \$5.00 to \$120.00 Please see our updated fee schedule information located in the waiting room.

Procedure Fees

The cost of procedures varies on the type of procedure and its complexity. Please ensure you enquire about any cost prior to the procedure.

Workcover

Private fees are generally charged for ALL consults relating to TAC and WorkCover. Please take your receipt as evidence of payment for reimbursement. Accounts are generally a matter between you as the patient and your employer, or between you and the TAC/ WorkCover insurer.

Certain medical examination and report which are not covered by Medicare

These include:

- Commercial driver's license medical examination
- Employment/Pre-employment medical examination
- Insurance medical report
- Legal medical report

Please see our updated fee schedule information located in the waiting room.

Patients without valid Medicare card

Gap fee is the same as our Violet Town branch. Please directly ask our receptionist for updated fee schedule