

Accreditation AGPAL

Practice Hours Monday-Thursday 9am – 6pm, Friday 9am – 5.30pm

Doctors

Dr Daile Kincaid – BMBS, FRACGP
Dr Nicole Astley - MBBS, FRACGP, DRANZCOG, BSc
Dr Sue Waygood – MBBS, FRACGP
Dr Louise Jarvie – BSc, MBBS, DRANZCOG, FRACGP
Dr Ingrid Van Tinteren – MBBS, FRACGP
Dr Callum Lawford – MBBS, BSc, FRACGP
Dr Rebecca Brown – BMBS, FRACGP
Dr Greta Perovic - MD, MBA, FRACGP
Dr Amelia Spitty - BMed

Care outside of normal opening hours

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|---|--------------|
| For all emergencies call | 000 |
| After-hours GP Help-line | 1800 022 222 |
| Kilmore District Hospital, Rutledge St, Kilmore | 5734 2000 |
| Northern Hospital, Cooper St, Epping | 8405 8000 |

Mission Statement

At Stepping Stones our focus is on providing quality healthcare that is reliable, friendly, supportive, educational and open-minded. We are passionate about General Practice, Family Medicine and encouraging individual wellbeing, self-care and health. We believe it is possible for each person to aspire to live a balanced life, embrace a healthy lifestyle and experience soundness of body and mind. We have created a practice with this in mind.

Appointments

Patients can make an appointment on-line via our website or by calling reception on 5782 2978. We will endeavor to accommodate your preferred time and GP. Please remember to let our receptionists know if you might need a longer appointment (e.g. for multiple or complex problems, chronic disease management or certain procedures). We also offer “book on the day” appointments and have nursing staff available for assessment and triage of

emergency patients. Emergency patients will be given the medical attention they need and priority, so our reception staff will try to contact you in case of any delays.

Practice Fees and payment

We are a mixed billing practice. Fees are payable in full at the time of consultation by cash, EFTPOS or credit card and the Medicare rebate can be paid directly into your bank account. Your fee will depend on the type of consultation.

| Consultation | Full Fee | Medicare Rebate |
|--------------------|------------|-----------------|
| Short | \$36.00 | \$18.20 |
| Standard (15 mins) | \$72.00 | \$39.75 |
| Long (30 mins) | \$115.00 | \$76.95 |
| Extended (45 mins) | \$160.00 | \$113.30 |
| Procedure room fee | \$25 - 125 | - |

We are able to bulk bill patients under the following circumstances: children under eighteen, DVA card holders along with, pension and health care card holders. Fracture care, plasters and dressings may occur additional cost.

No Smoking

We request that you do not smoke whilst at Stepping Stones. This is for the health and wellbeing of others.

Translation and Interpretation Services

If you require translation or deaf/speech impairment assistance please let us know prior to your appointment and we can arrange this service.



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Test Results / Phone calls

For privacy reasons and respect for patients having their consultation, phone calls are not put through to Doctors during consulting hours. Only emergency phone calls will be put through. Our Nurse is available for queries and triage.

We advise and encourage all patients to return for an appointment to discuss their test results. We believe in shared responsibility for following up test results. This means that we feel it is both the Practice and patient's responsibility to ensure that results and reports are followed up. **All urgent results will be actioned by the Doctor.**

Services

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|----------------------------|----------------------------|-------------------------|
| <i>General Practice</i> | <i>Pediatric Care</i> | <i>Women's Health</i> |
| <i>Men's Health</i> | <i>Diabetes Care</i> | <i>Health Check-ups</i> |
| <i>Family Medicine</i> | <i>Acute Care</i> | <i>Immunisations</i> |
| <i>Minor Procedures</i> | <i>Skin Checks</i> | <i>Fracture Care</i> |
| <i>Sports Injuries</i> | <i>Chronic Health Care</i> | <i>Antenatal Care</i> |
| <i>Preventative Health</i> | <i>Lifestyle Medicine</i> | <i>Asthma</i> |
| <i>Mental Health</i> | <i>Tai Chi</i> | <i>Pilates</i> |
| <i>Wound Care</i> | <i>Yoga</i> | <i>Pathology</i> |

Feedback

Stepping Stones Medical Centre prides itself on providing quality health care. If you experience any problems with our services, or wish to make a complaint, we want to hear about it. Usually this is best resolved face to face. Please contact us by telephoning our office manager or sending a letter or an email. We take complaints seriously and will do our best to resolve them. If you are not happy about something, we need to know about it so we can make changes to avoid similar problems occurring in the future.

Last Updated: July 2022

Alternatively, you can contact the Health Quality and Complaints Commission on 1300 582 113.

Preventative Health Care, Recalls and Reminders

We believe that preventative health is very important and therefore we offer promotion of important medical issues and a follow up system for patients. We have a reminder system in place to help us streamline this component of each patient's healthcare. Please notify our staff if you do not wish to be contacted via SMS or email.

Privacy Policy and Personal Information

The doctors and staff at Stepping Stones are committed to giving our patients quality care and service. We protect your privacy and treat all patient information, including health and financial details, as private and confidential. In line with the National Privacy Principles and the Privacy Act, we do not share this information without your consent.

Patients at this practice have the right to access their personal health information (medical record) under legislation. A Request for Personal Information Form is available from reception. Depending on the extent of the health information required, a small fee may be applicable. A copy of our Privacy Policy is available from reception or can be accessed on the Stepping Stones website.

Electronic Communications

Due to the confidential nature of patient information, communication with Stepping Stones by any means other than telephone is discouraged. Details of our Electronic Communications Policy can be found on the Stepping Stones website or a copy can be requested from reception.