

Accreditation AGPAL

Practice Hours Monday-Friday 9am – 6pm

### **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

### **Care outside of normal opening hours**

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

Last Updated: 22<sup>nd</sup> June 2021

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	\$17.90
Standard (15 mins)	\$72.00	\$39.10
Long (30 mins)	\$115.00	\$75.75
Extended (45 mins)	\$160.00	\$111.50
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**

General Practice	Pediatric care	Women's Health
Men's health	Diabetes Care	Health Check-ups
Family Medicine	Acute Care	Immunisations
Minor procedures	Skin Checks	Fracture care
Sports Injuries	Chronic Health Care	Antenatal Care
Preventative Health	Lifestyle Medicine	Asthma
Mental health	Counselling	Psychology
Wound Care	Tai Chi	Pilates
Yoga	Meditation	Pathology

### **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.

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.