

# CHAPEL STREET MEDICAL CENTRE

PLEASE REFER TO ENCLOSED LEAFLET  
FOR ANY UPDATES AND FURTHER DETAILS

## FEE POLICY BULK BILLING

Available to holders of a **current Medicare Card** plus a current **HEALTH CARE** or **PENSION** or **COMMONWEALTH SENIORS HEALTH CARD** and **CHILDREN UNDER 16**

### NO BULK BILLING AT ALL AFTER 5PM

Removal of STITCHES or STAPLES is not covered by Medicare unless originally done at a Public Hospital.

## PRIVATE BILLING

Please see enclosed leaflet and our notice board for current schedule of fees.

Patients who do not have one of the above three concession cards and are over 16 years of age, will be billed privately. Payment is requested at the end of the consultation. An accounting fee will apply otherwise. We accept Visa, Mastercard, EFTPOS and cash. (Cheques from long established patients only.)

## WORKCOVER and TAC

Consultations will be **PRIVATELY BILLED** until a **CLAIM NUMBER** and **INSURANCE COMPANY NAME** is supplied.

## EMERGENCY SERVICES

### WE DO NOT HAVE ON SITE EMERGENCY

Nearest Emergency is at ALFRED PUBLIC HOSPITAL Commercial Rd Prahran and CABRINI PRIVATE HOSPITAL Wattletree Rd Malvern.

**DR. MICHAEL BATTAT & ASSOCIATES**  
125 Chapel Street, St Kilda 3182

## Our Practice is Accredited by AGPAL

*Australian General Practice  
Accreditation Limited*

*promoting quality in general practice*

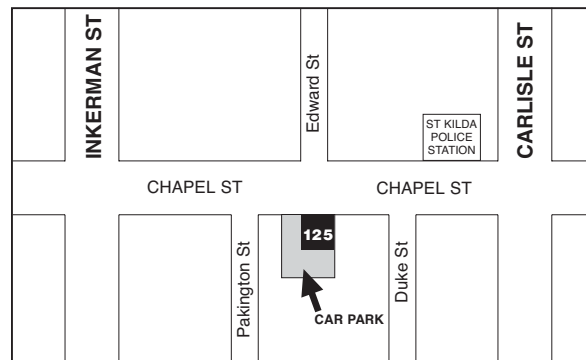
*AGPAL was established by representative bodies of the medical profession and is managed by the profession to promote quality standards in general practice. AGPAL Accreditation lets you know that this general practice has met standards set by the medical profession. These standards are designed to ensure high quality care is provided in a safe and well organised way. AGPAL Accreditation assists general practices to improve their organisation and management to look after you.*

### The Benefits of AGPAL Accreditation:

- Respect for the rights and needs of patients
- Commitment to improved patient outcomes
- Efficient practice systems
- An enhanced communication between patient and staff
- Commitment to quality improvement through ongoing education

### HOURS OF CONSULTATION - By Appointment

Mon - Tues - Wed	9am - 5.30pm
Thursday	9am - 5.00pm
Friday	9am - 12 noon



Off street parking available

# CHAPEL STREET MEDICAL CENTRE

125 CHAPEL STREET ST KILDA 3182

Telephone (03) 9534 5151  
After Hours Locum Service 13 26 60  
Fax (03) 9525 4891

**BOOK ON LINE - search:**  
Chapel Street Medical Centre St Kilda  
HealthEngine appointments

## ACCREDITED GENERAL PRACTICE

PSYCHOLOGIST

PODIATRY

FAMILY MEDICINE

MENTAL HEALTH PROGRAM

WOMEN'S HEALTH

IMMUNISATION

TRAVEL MEDICINE

ACCIDENT & WORKCOVER

The **CHAPEL STREET MEDICAL CENTRE** was established in 1980 by Dr Michael Battat who is the Principal GP - we welcome you to our Practice. We will do our professional and personal utmost to ensure your experience is a positive one so that you would feel happy about returning and recommending our services to others. We provide one full time, doctor and allied health services: Psychologist and Podiatrist.

**MEDICAL STAFF** The Doctors at this Practice have satisfied the training requirements of the Royal Australian College of General Practitioners and are on the Vocational Register of General Practitioners. This means we have an on going commitment to all aspects of General Practice and medical education.

**PRIVACY and CONFIDENTIALITY** Your personal health and all other personal information will be handled strictly in line with current Privacy Legislation as outlined in the Chapel Street Medical Centre Privacy Statement, Privacy Policy and Privacy Brochure.

#### **COMPLAINTS and CONCERNS**

Please feel free to discuss any aspect of our care and service with us. Should you have any complaints or concerns which despite our best efforts we are unable to resolve to your satisfaction you are entitled to raise these with the Health Services Commission (Care Complaints) at 30th Floor, 570 Bourke St Melb. Ph 8601 5200 or 1800 136 066.

#### **STERILIZATION and INFECTION CONTROL**

All needles and surgical instruments used in our Practice are DISPOSABLE (single use).

**MAKING APPOINTMENTS** We run an appointment system but keep times open for urgent problems which will always be dealt with promptly. Patients are welcome to request a longer Consultation at the time of making their Appointment. The Doctors at our Practice are always happy to have another person (or people) attend the Consultation with the Patient, at the Patient's request.

### **DR. MICHAEL A. BATTAT** M.B.B.S.(Hons.) Melb. Univ.

After graduating from the University of Melbourne Dr Battat has had over 40 years of experience as a General Practitioner. He has an interest in all aspects of Family Medicine, Mental Health and Preventative Care. Dr Battat is available most Clinic Hours.

### **FEMALE DOCTOR**

The Chapel Street Medical Centre provides a Women's Health Session. The doctor in attendance is a female General Practitioner with an interest and extensive experience in Women's Health, Family Planning, Menopause, Counselling, Preventative Care (particularly PAP smears) and general women's issues.

**Juli** Battat is our Practice Manager and shares medical secretarial duties with our receptionist.

#### **CODE OF ETHICS**

The staff all endeavour to uphold the highest standards of Medical Practice, including confidentiality and follow up, informed consent, providing information, timely appointments and continuity of care.

#### **RECALL POLICY and PROCESS**

With your consent we will recall you for routine appointments and investigations via mail. Should we need to recall you for more urgent follow up, we will phone you several times. If we cannot make contact we will post a Recall letter to the last address you gave us.

#### **HOME VISITS**

Home Visits to Dr Battat's current Patients who are too ill to visit the Surgery are available in the local area. Visits can also be arranged for Patients in Residential Care.

#### **PRESCRIPTIONS**

Normally an appointment should be made for a repeat prescription. In certain circumstances your Doctor may be prepared to write one out without your attendance and this will incur a small fee.

### **EMERGENCY & AFTER HOURS ARRANGEMENTS**

We do not provide emergency services. In case of medical emergency please ring **000** for an ambulance. You may ring Doctor on Call **1800 732 392** or Nurse on Call **1300 60 60 24**.

Our Locum Service may be contacted at any time on **13 26 60** for an urgent home visit when we are not available.

### **TELEPHONE POLICY**

Dr. Battat will personally take telephone calls whenever possible in regard to patient enquiries. If Doctor is unavailable please leave a message with Reception, he will return your call promptly.

### **HEALTH & COMMUNITY SERVICES**

Doctor will provide information about available allied Services you may need and will refer you as appropriate. Our Receptionist has contact information and literature for Health, Local Community and Interpreter Services should you require. We always have a very wide selection of Brochures available in the Waiting Room covering a broad range of Health and general well-being issues.

### **TEST RESULTS / X-RAY PICK UP**

Pathology and x-ray results usually take 1-3 days to obtain. Unless otherwise advised by your doctor, you will need to make a follow up appointment to obtain results. In general these are not given over the phone to ensure confidentiality and to prevent misunderstanding. X-rays are the property of patients and will be held for pick up for two months only.

### **INTERPRETER AND HEARING SERVICES**

An interpreter service from TRANSLATING & INTERPRETING SERVICE (TIS) is available on **13 14 50**. Hearing Services TTY/VOICE CALLS ph 133 677. SPEAK & LISTEN ph 1300 555 727.