

**Title:** Medical Clinic, Practice Profile Information

**Department:** Primary Health

**FORM**



**Approved By:** Primary Health Manager

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## **EDENHOPE HOSPITAL MEDICAL CLINIC PRACTICE PROFILE**

Edenhope Hospital Medical Clinic is located on the lakeside behind the hospital in Edenhope. The general practice will serve the community of Edenhope and surrounds. We are committed to promoting health, well-being and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect

### **PRACTICE PROFILE**

Name of Practice: **Edenhope Hospital Medical Clinic**

Street Address: 119 Lake St, Edenhope VIC 3318

In hours phone number: **03 5585 9888**

After hours phone number: 03 5585 9800 (Edenhope Hospital)

Fax Number: 03 5585 9851

Email address: [ehmc@edmh.org.au](mailto:ehmc@edmh.org.au)

Web address: [www.edmh.org.au](http://www.edmh.org.au)

Opening hours: 08:30am to 5:00pm Mon to Fri

After Hours care: GP Helpline 1800 022 222

Emergency treatment phone 000,  
Or attend the Hospital Urgent Care Department.

### **PRACTICE TEAM**

#### **Medical**

General Practitioner Dr Lalani MBBS

#### **Nursing**

Practice Manager/Practice Nurse Helen Grummett RN, Adrienne Caldow RN

Practice Nurse (PN) Danielle Bull RN, Casual RN Carmel Feder

Credentialed Diabetes Educator Helen Grummett RN CDE

Diabetes Educator Carmel Feder RN

Registered Midwife (RM) Adrienne Caldow RN RM

Cancer Resource Nurse Adrienne Caldow RN

Asthma Education Danielle Bull RN

Immunisation Nurse Danielle Bull RN, Adrienne Caldow RN

Prompt Doc Number:		
First issued: 01/2014	Page 1	Last Reviewed: 06/03/2017
Revision Number: 3	Uncontrolled When Downloaded	Next Review By: 06/03/2020

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**Administrative**

Medical Receptionists Sandra Dubois, Kim Ostendorf, Casual relief Jen Ellis

**Allied Health Services**

Social Work &amp; Counselling Kathleen Ballinger, Jessica Tey

Centrecare Counselling Service Vivian

Podiatry Your Podiatrist Podiatry Services

Community Health Nurse (CHN) Cath McDonald

Dietician Jodie Nelson (inpatients and some outpatients)

Laura Schembri (HACC community clients)

**PRACTICE SERVICES**

All GP services, including excisions on site.

Daily pathology service.

Referrals are available to Allied Health providers and to specialists.

Health Assessments, GP Management plans and Team Care arrangements can be provided with Practice Nurse (PN), Dr and client.

Advice and support for all health issues available from PN working in conjunction with Dr

Both Dr Lalani and CHN Cath McDonald are Pap Smear Providers.

Credentialed Diabetes Educator Helen Grummett provides Diabetes Education Service along with Carmel Feder Diabetes Educator.

Shared Care Midwifery is available with RM Adrienne Caldow, ante and post-natal visits and ante-natal classes.

Cancer Resource Nurse available RN Adrienne Caldow

Asthma Educator Danielle Bull RN.

Vaccines are available by appointment.

Teleconferencing with your specialist, with either your GP or PN in attendance.

There is a range of posters, leaflets and brochures about health issues relevant to the community available for all our patients in the waiting room and the consulting rooms.

**PRACTICE CONSULTATION FEES**

All patients will be bulk billed. Scripts can be obtained by making a short appointment.

Prompt Doc Number:		
First issued: 01/2014	Page 2	Last Reviewed: 06/03/2017
Revision Number: 3	Uncontrolled When Downloaded	Next Review By: 06/03/2020

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**COMMUNICATION POLICY**

The Practice’s communication policy is to receive and return phone calls, mail and emails. We do not accept SMS messages, but may send SMS recall notifications if you request this type of notification.

**HEALTH RECORDS & PRIVACY**

We maintain an electronic health record system with an inbuilt recall system to ensure you receive appropriate and pertinent reviews, as required for best practice.

The process for follow up of test results: if you are having blood or other tests it is best to make a follow up appointment to discuss the results. If you haven’t the doctor will put you on the recall list and the Practice Nurse will phone you to make the appointment.

As we value your privacy our office staff will not be aware of your test results and therefore unable to discuss them.

As this practice is a part of Edenhope and District Memorial Hospital, the hospital Privacy Officer implements and monitors adherence to all privacy legislation in the practice.

The Privacy Officer acts as a liaison for all privacy issues and patient requests for access to their personal health information. This includes the different forms of access and the applicable time frames and fees.

**FEEDBACK**

We really appreciate your feedback to help with this we have a suggestion box in the waiting room and forms are available if you find them easier than writing a note. We welcome constructive criticism and compliments, however if you prefer, you can speak directly to Debra Taylor, the Hospital Quality Coordinator 03 5585 9850.

If you feel you need to take the matter further you can speak to the Health Services Commissioner by calling 1800 136 066 or for privacy issues please contact the Privacy Commissioner, GPO Box 5057 Melbourne Vic 3001.

Prompt Doc Number:		
First issued: 01/2014	Page 3	Last Reviewed: 06/03/2017
Revision Number: 3	Uncontrolled When Downloaded	Next Review By: 06/03/2020