

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. Patients can obtain a copy of our privacy policy at reception.

Feedback/Complaints

If you have a problem we would like to hear about it. Please feel free to talk to the doctor or our Practice Manager. We take concerns, suggestions and complaints seriously. We have developed and documented a privacy policy according to the current privacy laws. If you would like information about this policy or if you need to access your health record, please ask your doctor or reception staff.

Alternatively, if you are still dissatisfied, please contact The Health Complaints Commission:

Level 30, 570 Bourke Street, Melbourne Vic 3000
Ph: 03 8601 5222 Regional Free Call: 1800 136 066.
<https://hcc.vic.gov.au/>



It is the role of this practice to provide a caring environment that is safe, welcoming and peaceful for all patients. We respect the rights of individuals, and will attempt at all times to treat patients promptly and courteously.

Baxter Park Medical Centre requests that patients, in turn, treat staff and other patients with respect, refraining from shouting, swearing or engaging in other inappropriate behaviour which may cause harm or distress to themselves or others.

Surgery Hours

Monday - Friday: 9:00am – 5:00pm

Saturday & Sunday: Closed

Public Holidays: Closed

Our Doctors

Dr Declan Green
Dr Ivan Delgado
Dr Danmin Zhu
Dr Elizabeth Matovu

Practice Nurses

Nell
Fawne

Practice Manager

Natalya

Senior Receptionist

Jill

Receptionists

Nadia
Petrina
Zora

After Hours Care

After hours medical care and home visits are provided by an accredited locum service,

DoctorDoctor.

Phone: 13 26 60

Website: www.doctordocor.com.au

They provide written feedback to your GP the next day if a home visit occurs.

July 2025



BAXTER PARK
MEDICAL CENTRE



PRACTICE INFORMATION BROCHURE

**292 Frankston-Flinders Road, Frankston
South 3199**

Phone: 03 5972 0717

infobpmc@advocatemedicalgroup.com.au

www.baxterparkmc.com.au

ABOUT US

This practice aims to provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices. Our practice respects the rights and needs of all patients. We believe your health is best managed by continuous care. Our doctors may refer you for specialist opinions, investigations and treatment when necessary.

Some of the services we provide are:

- Preventative Medicine
- Family planning and antenatal care
- Chronic disease management
- Treatment and referrals
- Wound management and dressings
- Health management for seniors, adolescent and children
- Minor procedures
- Mental health care
- Skin cancer checks
- Women's health
- Men's health
- Sexual health

RECALLS/REMINDERS

You will receive a reminder via SMS 24 hours before your appointment to confirm or cancel.

As we are committed to preventative care as a clinic, there is a protocol in place to notify you with an SMS when your results are back and your doctor would like to see you for an appointment.

If you do not wish to be included in this system, please speak with reception or you can OPT out via SMS.

WORK COVER AND TAC CLAIMS

In order to bill for WorkCover or a TAC claim we will need an active claim number. WorkCover claims will also need to have had their excess paid.

Payments for consultations will be billed and paid by you to claim from WorkCover/TAC until we have authority from your employer or the insurance company to bill to them directly.

APPOINTMENTS

Although we endeavour to run on time, delays may occur if there have been emergencies or a patient requires a little more time.

- Consultations are by appointment only.
- Please advise receptionist of the appointment type or if a longer appointment is required.
- Please ensure a separate appointment is made for each family member.
- Appointments are required for scripts, referrals and the completion of all reports or forms.

Please be aware you will be asked for 3 points of identification multiple times throughout your visit to BPMC, either verbally or visually through ID. This helps to ensure patient confidentiality and accuracy is maintained at all times.



TELEHEALTH

Our clinic offers telehealth appointments if you have been in the practice within the last 12 months.

Reception cannot put patient calls through to the doctors, if you wish to speak to a doctor please make an appointment to talk with them.

Please let reception know prior to your appointment if you require an interpreter service.

Translator & Interpreter Service (TIS): 131 450

www.tisnational.gov.au

National Relay Service (NRS):

<https://www.accesshub.gov.au/>

FEES AND BILLING ARRANGEMENTS

Baxter Park Medical Centre is a mixed billing clinic. Payment is to be made on the day of consultation.

To receive your Medicare rebate, please bring along an Eftpos or Debit card so we can rebate you straight away on this card. Alternatively, we can send your claim through to Medicare online where they will deposit your rebate into your allocated bank account. This may take up to 48 hours.

Patients without a Medicare card are charged at the AMA rate.

PRACTICE MEMEBERSHIP FEES:

Type	Fee	Rebate	Out of Pocket
Standard	\$74.00	\$43.90	\$30.10
Long	\$115.00	\$84.90	\$30.10
Extended	\$156.00	\$125.10	\$30.90
Telehealth	\$74.00	\$43.90	\$30.10

CLINIC MEMBERSHIP FEE

There is a yearly membership fee of \$40 for all private patients. Members will be entitled to a gap fee of approximately \$30 for most services for 12 months, from the date your membership fee was paid.

If you do not wish to pay our Membership fee, you will be billed at the Australian Medical Association (AMA) rates.

AMA FEES

Type	Fee	Rebate	Out of Pocket
Standard	\$108.00	\$43.90	\$64.10
Long	\$198.00	\$84.90	\$113.10
Extended	\$300.00	\$125.10	\$174.90
Telehealth	\$108.00	\$43.90	\$64.10

Please ask reception for any other appointment costs.

ADDITIONAL FEES:

For certain injections and procedures there are out of pocket fees (no Medicare rebate) for both concession card holders and private patients.

Reception will inform patients of any additional fees when they are booking these appointments.