

**Address all correspondence to
THE CEO
CENTRAL BAYSIDE COMMUNITY
HEALTH SERVICES**

**HEAD OFFICE
335 NEPEAN HIGHWAY PARKDALE
TEL 8587 0200 FAX 8587 0210**

**A range of other services is also
available from the following venues**

DENTAL CLINIC

335 NEPEAN HIGHWAY PARKDALE
TELEPHONE 8587 0350

ADULT COMMUNITY OPTIONS

299 CENTRE DANDENONG ROAD CHELTENHAM
TELEPHONE 9581 1111

CHELSEA

3/1 THE STRAND CHELSEA
TELEPHONE 9781 9333

CLARINDA

58 VINEY STREET CLARINDA
TELEPHONE 9552 4333

PLANNED ACTIVITY GROUPS

31 VENICE STREET MENTONE
TELEPHONE 9583 6970



We Value your feedback

B-04 Sept 2006

PLEASE RETURN TO HEAD OFFICE

CBCHS Mission Statement

Our mission is to enhance the health and wellbeing of individuals through innovative, responsive services delivered in partnership with our community.

Values

- **Respect** for each individual, families and for the diverse cultures within our communities.
- **Empowerment** as a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.
- **Collaboration** with each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.
- **Quality** in all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.
- **Transparency** in how we operate, particularly in how we make decisions and communicate.

Vision Statement

Quality. Community. Wellbeing.

**MEDICAL
SERVICES
BULK BILLING**

General Practice

Dr Stuart Garrow
MBBS MPH FRACGP FAFPHM

Women's Health

Dr Ivy Trail
MBBS

Paediatrics

Dr Marlise Tilders
MBChB, MMED FRACP

Dr Kath McMahon
MBBS, FRACP, MMed

**335 Nepean Highway Parkdale 3195
Telephone 8587 0200 Fax 8587 0210
Email : info@cbchs.org.au
Web Site : <http://www.cbchs.org.au>
<http://cbchs.mydrsurgery.com.au>
Registration No. A0034938T**

Our Doctors

Dr Stuart Garrow provides general practice services to the community and general medical service to complement the currently available services in community health at Central Bayside Community Health Service.

Dr Ivy Trail together with qualified nurses, provide a sexual and reproductive health service including all aspects of women's health.

Dr Marlise Tilders and Dr Kath McMahon provide a consultant paediatric service. They work closely with the child health team at Central Bayside CHS. The team includes speech pathologists, physiotherapist and occupational therapists. A doctor's referral is required

Appointments

Consultations are by appointment through Central Bayside Community Health Service reception on 8587 0200. Reception is open 8.30 – 5.30 pm daily. Please let us know if you think your problem will require a longer appointment.

If you don't have an appointment and the matter is urgent you will be seen when a time is available or on a priority basis.

We will do our best to keep to schedule but please be aware that the doctor may sometimes run overtime.

If you wish to cancel an appointment or cannot attend please inform the receptionist at least 4 hours prior to your appointment so other patients can be given an appointment.

Clinic Hours—Time

Appointments are available from 9.00 AM to 5.00 PM.

Please call reception on 8587 0200 to for an appointment.

Contacting doctor

Although most problems are best dealt with in consultation, a doctor is available for emergency advice. Please contact reception on 8587 0200. You will be put through to doctor or your call will be returned within one day. Communication can be by email on request.

After a consultation the doctor will advise you of when to schedule your next visit or when to enquire about test results.

Home Visits

Home visits will be available for residents of nursing homes and hostels visited by the GP. Other home visits are by arrangement with the doctor.

After Hours

For urgent medical problems out of hours please call our answering and locum service on 13 26 60 or call Central Bayside Community Health on 8587 0200.

For emergencies please call an ambulance on 000 or your local hospital. After hours services are provided by the GP or a locum depending on the time and rosters.

Fees

Medical consultations are bulk billed. If you fail to cancel an appointment a fee may be raised which must be paid before bulk billing arrangements for your family can resume. Standard fees are charged for Workcover, Insurance, TAC consultations etc. If you are not registered with Medicare a fee will be charged.

It is essential that you bring your Medicare card and the address details are correct.

Where possible referrals will be to pathology, X-Ray and specialist providers who bulk bill.

Patient notes and confidentiality

The practice uses a computerised patient notes system that reduces paper work. Confidentiality will be maintained in line with the CBCHS policy.

Reminders

Some conditions such as diabetes and cervical cancer screening are best managed by regular review. Our computer system can be used to recall patients via a reminder letter. You will be asked if you wish to be included in this system or please let us know.

This practice participates in State and National based reminder systems for immunization, and cervical cancer and breast screening programs.

Repeat scripts, results and referrals

An appointment is required for repeat scripts and referral letters. Doctor will advise you to either telephone for results or to make an appointment. The doctor will contact you in the event of significant abnormal results requiring urgent action.

Other services

Central Bayside Community Health Service in association with City of Kingston and Southern Health provides a range of medical services including immunisation, dental care, disability services, physiotherapy, community nursing, aged care, mental health, counselling, alcohol, drug and gambling services, podiatry, diabetes care, dietician, occupational health etc. A fee may be charged for some of these services

Compliments & Complaints

We welcome feed back on our service. If you have either a compliment or a complaint please refer to the information on the final page of this brochure for contact details and procedures.