



245 Park Street
South Melbourne VIC 3205
Pph: 9699 1088 fax:96991699

www.realcarehealthclinic.com.au
reception@realcarehealthclinic.com.au

Opening Hours: Monday- Friday 8am- 5pm

For care outside of our practices normal opening hours, please call Hello Home Doctor Service on 134 100 or book online at <https://hellohomedoctor.com.au/>

Plexus Healthcare is a Private Billing Clinic- Bulk billing is available at GP discretion and must be arranged prior to your consultation

Consultation Hours:

Dr Edward Petrov: Monday 8am- 5pm
Tuesday 8am- 5pm
Wednesday 8am- 5pm
Thursday 8am- 1pm

Dr Kevin Gan: Thursday 12.30pm- 2.30pm

Dr Wesley Joseph: Friday 8am- 5pm

Dr Lynnette Skardoon: Tuesday 10am- 4pm
Wednesday 12pm- 4pm
Friday 10am- 2.30pm

Services Available:

General Practice
Nursing Services
Podiatry

Complaints/ Concerns:

As a patient you have a 'right to complain' and where possible are encouraged to raise any concerns directly with the practice team who are trained to make sure patients of the practice feel confident that any feedback or complaints made at the practice will be handled appropriately.

We believe most complaints can be responded to and resolved at the time the patient or other person such as carers (relative, friend other consumer) makes them known to us.

Under the *Health Services (Conciliation & Review) Act 1987* people with complaints should try to resolve them directly with the health service provider. If a satisfactory outcome is not achieved, then the complaint can go directly to the Health Complaints Commissioner for action. The public may also call the Commissioner at any time concerning a query or to report a complaint.



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Under national and state privacy laws: *Commonwealth Privacy Act - Privacy Amendment (Private Sector) Act 2000* and *Victorian Health Records Act 2001*, this practice must provide and adhere to a complaints process for privacy issues and those related to the National Privacy Principles (NPPs)/Health Privacy Principles (HPPs).

Health Complaints Commissioner,

Phone 1300 582 113,
Level 26 , 570 Bourke St,
Melbourne, 3000
email : hcc@hcc.vic.gov.au

Members of the public may also make a notification to Australian Health practitioner regulation agency (AHPRA) <http://www.ahpra.gov.au/> (AHPRA) about the [conduct, health or performance](#) of a practitioner or the [health](#) of a student. Law to report notable conduct relating to a registered practitioner or student to AHPRA mandates all practitioners, employers and education providers.

Privacy Policy:

A copy of our privacy policy is available on request of by visiting the Realcare Health Clinic website:
www.realcarehealthclinic.com.au