



M3 Health

PATIENT INFORMATION

Book Online
www.m3health.com.au

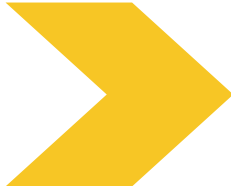
M3 Health Bayswater
Shop 27-29 Mountain High Shopping Centre
7-13 High street Bayswater VIC 3153

Ph: 03 8820 0300

Fax: 03 9738 2200

OUR MISSION

At M3 Health our mission is to foster good health for life across our local community and beyond. When working with other clients we provide tailored healthcare plans and professionalised strategies for better health. Each patient is given our full attention during each appointment with a focus on preventative health, we encourage our clients to visit regularly to ensure they enjoy good health for the long term.



OUR VALUES

Love what you do
Strength through diversity
Serve the community

CONTENTS

02	Welcome
02	Opening Hours
03	Billing
03	Appointments
04	Home Visits
04	Recalls and Reminders
04	Test Results
04	Telephone Calls
05	Health Information
05	Informed Decision
06	Compliments & Complaints
06	Facilities
07	Immunisations
07	Travel Clinic
07	Skin Check
07	Corporate Health
07	Allied Health



WELCOME TO M3 HEALTH

At M3 Health we are dedicated to providing you and your family with personalised, professional, quality healthcare across a wide range of medical and allied health services. We have a team of dedicated and friendly staff who will be pleased to assist you with your healthcare needs. Our purpose built facilities enable our team to provide you with quality care in modern and comfortable surroundings.

OPENING HOURS

Our Opening hours are displayed at the entrance of our clinic and also on our website www.m3health.com.au

If you require medical care when our clinic is closed, please call the National Home Doctor Service on **13 74 25**.

In case of an Emergency, please call **000**

OUR DOCTORS

Our GP list is available at reception or at m3health.com.au.

BILLING

We are a mixed billing clinic. Our fee schedule is available at reception or at m3health.com.au.

If you hold a DVA, Pension, Healthcare Card holders and children 5 years and under will be bulk billed. There maybe additional fees for some procedures and consumables.

Our policy is that payments are to be made on the day of the consultation. Accepted payment methods include EFTPOS, credit card, cash and online payments through HOT DOC.

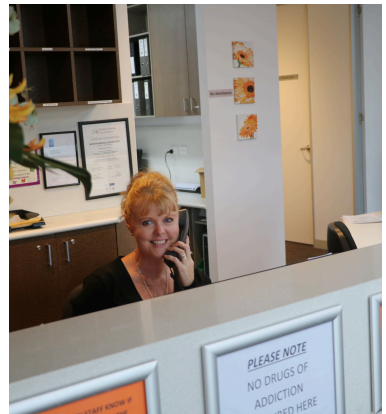
APPOINTMENTS

Our General Practitioners are available for 15 minute appointments to cover a single medical issue. If you wish to discuss several medical conditions, or if the matter is urgent please advice our receptionist when making your booking as you may require a longer appointment.

Please also advice the receptionist if you have received any correspondence from our clinic so an appropriate time can be allocated.

We run an appointment system with a few spaces available for urgent/ walk-in consultations.

M3 Health offers face-to-face, telehealth, and video appointments, which can be booked online via **m3health.com.au** or through our reception team.



HOME VISITS

Home, nursing home and hostel visits can be arranged for our regular patients of the practice who are unable to attend the surgery due to their severe medical condition.

For further information, Please call the clinic during opening hours.

RECALLS AND REMINDERS

As part of our commitment to preventative care we may issue you with recalls, reminders and / or information by phone, SMS or letter. Please inform us if you wish to decline this service.

TEST RESULTS

You will be required to see your GP to receive your test results. To protect your privacy and ensure all results are managed in accordance with Best Practice, we do not provide or discuss results over the phone.

TELEPHONE CALLS AND EMAILS

You can contact your GP by phone or email during clinic hours. A message will be taken and passed onto the doctor. Your call and emails will be responded at our earliest convenience. Staff will take your details and will direct the inquiry to the GP if the matter is urgent.

HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this centre to maintain security of health information at all times, and to ensure that this information is accessible only by authorised staff members. For more details, please ask to see our privacy policy.

INFORMED DECISION

M3 Health believes that patients should be treated with respect, dignity and courtesy. We ensure our patients receive sufficient information and are encouraged to participate in decisions about their healthcare.





"We believe.. that everyone needs a GP"

COMPLIMENTS & COMPLAINTS

At M3 Health, we strive to provide quality care at all times. If you have a suggestion for improvement, compliment or complaint, please ask our receptionists for a feedback form.

If you are not satisfied with the outcome of your feedback or complaint, you can also contact:

The Health Complaints Commissioner
Ph: 1300 582 113

FACILITIES

- Parking - Mountain High Shopping Centre
- Wheelchair access
- Specially equipped toilet
- Baby changing facilities
- Onsite Pathology
- Children's area
- Interpreters on call to assist with translations during consultations

IMMUNISATIONS

We follow the National immunisation program for both children and adults. We recommend you check your immunisations are up to date to protect you against a range of preventable diseases and infections.

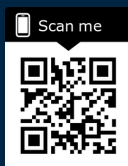
TRAVEL CLINIC

We are a part of Travel Clinic Australia, if you are traveling for business or pleasure, our clinic can provide you and your family with a full range of travel advice and vaccines.

SKIN CHECK

Checking your skin regularly for signs of skin cancer is a vital step in early detection of Melanoma & other skin cancer.

Prepared on 01/07/2018 Revised on 04/07/2024



M3 Health

CORPORATE HEALTH

Employee health and well-being is critical in maintaining a productive team. Occupational medicine may include treatment, management and prevention of injuries, return to work planning, pre-employment medicals and WorkCover consultations. M3 Health can tailor this to suit your companies requirements for either on-site or at the clinic. Please contact the clinic for further details.

ALLIED HEALTH

- Psychologist
- Dietitian