

**Chase Medical Centre welcomes you  
and your family to an established practice  
in Melbourne's CBD, committed to  
providing comprehensive medical care**

General Practitioners

**Dr Aviva Kotler**

Reception/Admin

**Simone**

*Chase Medical Centre offers a wide range of  
general practice services, including:*

- General medical care
- Preventative medicine and check-ups
- Family medicine
- Women's health – Pap smears, pregnancy tests, breast checks
- Family planning
- Stress management
- Sports medicine
- Travel medicine
- Occupational health
- Vaccinations
- Childhood immunisations

**CLINIC FEES**

The standard fees for this practice are less than the recommended AMA fees.

We accept EFTPOS, Visa, MasterCard and cash.

<b>STANDARD</b>	<b>(Item 23)</b>	<b>\$100.00</b>
<b>LONG</b>	<b>(item 36)</b>	<b>\$195.00</b>
<b>PROLONGED</b>	<b>(Item 44)</b>	<b>\$250.00</b>

*Full payment must be made at the time of consultation*

We can offer you a fast way to receive your rebate from Medicare. When you pay your account, we can lodge your Medicare rebate online. Medicare will pay the rebate into your nominated bank account within a few days.

**APPOINTMENTS**

Every effort will be made to accommodate your preferred time. Emergencies will always be given priority, so when making appointments please let the receptionist know if it is an urgent problem so that you can be helped promptly.

Longer appointments are available for multiple and complex problems, and for insurance and employment medicals. Please advise the receptionist and we will be happy to book these for you.

**AFTER HOURS MEDICAL SERVICE**

For medical attention outside our normal working hours, Dr Aviva Kotler may be reached by calling 0419 004 433. Emergency home visits may be arranged by calling Dr Kotler as above.

***For National home doctor service please call  
137 425 after 4pm***

**SMOKING POLICY**

This practice has a no-smoking policy.

**RECALL SYSTEM**

This practice has a computerised recall system. We may issue a recall letter from time to time, offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let us know.

**TELEPHONE ACCESS**

The doctor may be contacted during normal opening hours. If the doctor is with a patient, a message will be taken and the doctor will call you at a convenient time. In an emergency, you will always be able to speak to the doctor.

**TEST RESULTS POLICY**

It is our policy that all patients return to discuss their results with the doctor, unless the doctor decides otherwise. This is an important part of complete patient care.

**PATIENT RECORDS**

To transfer patient records to another practice, we require written authority from the patient. These records are kept indefinitely by Chase Medical Centre and are the property of the centre.

**CONFIDENTIALITY**

Your medical records are confidential. It is the policy of this practice to maintain the security of personal health information and to ensure that this information is only available to authorised members of staff.

## **TRANSLATING SERVICE**

Our practice provides a health service that accommodates a diverse, multicultural population. Including those with a disability. Patients who do not speak English, or who are more proficient in another language are encouraged to use the free Translating and Interpreting Service (TIS).

A free interpreting service is available for patients who are deaf and use Australian Sign Language (AUSLAN).

Please let staff know if you would like to use these services and we will book them for you.

## **PATIENT FEEDBACK**

If you have any comments that you would like to make about the practice, please feel free to speak to the doctors or to the receptionists.

Please let the doctors know if you are unhappy with any aspect of the care you receive from this practice or have any problems with the service provided. They are always happy to hear constructive criticism or ideas for improvement or change.

*If there is ever a serious problem that you wish to take further, you can contact:*

***The Victorian Health Services Commissioner,  
Level 30, 570 Bourke St. Melbourne 3000  
Ph: (03) 8601 5222***



## **CLINIC INFORMATION**

**Collins Place Professional Suites**

**Suite 9/45 Collins Street**

**Melbourne, VIC 3000**

**Telephone: 9650 5494**

**Fax: 03 9654 5843**

**E: [chasemedicalcentre@ozonline.com.au](mailto:chasemedicalcentre@ozonline.com.au)**

**W: [www.chasemedicalcentre.com](http://www.chasemedicalcentre.com)**

***Monday to Friday  
8.00am to 3.00pm***