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Provider No. 201820HB

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PATIENT INFORMATION

PRESCRIPTIONS

Please obtain all necessary prescriptions at the time of interview. They are not normally issued outside of a consultation. If you do urgently require medicines, your GP will in most circumstances be able to issue you with the necessary scripts or the pharmacist may oblige (at their discretion) in an emergency until seen by a doctor. Prescriptions requiring a permit, e.g. stimulants or other special drugs, are more controlled. (see separate sheet)

CONTACT INFORMATION

We do attempt to contact you from time to time especially when needing to reschedule an appointment or for other clinical reasons. We will use the contact information provided by you. Usually we will call on the mobile number or send an email you have provided.

If you prefer another method, please let us know at the time of registration. If there are any person/s or contact details, you do not want us to use please let us know. The nominated next of kin will be contacted, in an emergency or if we are unable to contact you.

It is your responsibility to inform the practice of any changes regarding your contact information.

REFERRAL

The Health Insurance Commission (ruling of 1.11.1997) states it is the patient's responsibility to obtain a referral and to ensure it is kept up to date. Referrals from a General Practitioner are valid for 12 months unless specified as "indefinite", which means that your referral will last as long as your GP's provider number is valid. Those from other Specialists will last for 3 months. Once your referral has reached expiry, you will need to obtain a new referral in order to receive the Medicare rebate.

If you have changed your GP since the original referral was obtained, please get a new referral from the current GP. If the initial referral is from another specialist practitioner, you will need to obtain a referral from your GP.

An appointment may be delayed if we do not have a current referral.

APPOINTMENTS

Please take note that it is your responsibility to attend the appointment. Our office will send an SMS reminder, but this may not always take place due to various technical problems.

FOLLOW UP APPOINTMENTS

Since there can be long waiting times for another appointment it is important that you attend the scheduled appointment.

Our office will usually send as SMS reminder the day before your appointment. However, this may not always take place due to technical problems.

If you did not attend an appointment and did not notify us that you are unable to attend, usually a non-attendance letter is sent to the last address we have on file for you with a copy to your referring doctor.

OUTPATIENT NON-ATTENDANCE

As a courtesy to other patients on our waiting list, please give at least one business day notice prior to the appointment, if you are cancelling or if you cannot make this appointment or wish to change it.

OUTPATIENT LATE FEE CHARGES

The fee of \$150 + GST will be charged for late cancellations or missed appointments, unless there are exceptional circumstances. Please note that the fee charged for missed appointments is NOT refundable from Medicare.

TELEPHONE CALLS/MESSAGES/EMAILS

I will endeavor to answer them. However, I cannot guarantee that I will always do so. Response will be facilitated if brief details are provided to the receptionist or in an email as to why you want me to call you.

If I am unavailable, there is a delay, and the matter requires attention, please contact your GP or the nearest hospital's Emergency Department for advice. There is also a Mental Health Triage Number available in the area that you reside.

URGENT MATTERS

If the matter is urgent and you do not have an appointment you could either consult your GP, your local mental health service or attend the nearest Accident and Emergency Department or call 000 for an ambulance.

PRIVACY

The information collected is held in accordance with the privacy regulations.

RELEASE OF INFORMATION TO OTHER TREATING PROFESSIONALS

It is best that a request in writing is received by me with your signed consent. Or you may collect it at your appointment with me.

Information release will only take place without your consent in an emergency, and only the relevant information will be relayed.

FORMS: If you require any forms (e.g. a medical certificate) to be completed these are done at an appointment.

INPATIENT CARE

In the event of an inpatient admission being required, admission is possible to the inpatient unit at the Albert Road Clinic if a suitable bed is available and I am confident of being able to help you by admitting you to the Hospital. The cost to you will depend on the level of insurance cover. If you do not have insurance or adequate cover fees will be commensurate with requirements. The officer in charge (OIC) of admissions will provide this information or request this information from the OIC admissions. My fees are usually covered by your insurance provider. If you do not have private health insurance, please discuss with me regarding my fees.

COMPLAINTS

Any complaints may be made to Dr Perera, the practice manager, or the CEO of the Albert Road Clinic, the Office of the Chief Psychiatrist or the Mental Health Ombudsman.

If you wish to clarify any of the above or have an objection, please discuss with Dr Perera.