

HOSPITAL STREET DOCTORS



The doctors schedule routine visits to each of the RACFs they visit. All patients needing a review as determined by the doctor or by facility staff will be reviewed. In addition, loved ones of our patients can contact our Admin team to request the treating doctor to visit their loved one and discuss his or her care. This is limited to the Next Of Kin and/or Medical Treatment Decision Maker if in place.

If there is a medical issue or a notifiable situation in between the scheduled visits, the RACF staff can email admin@hospitalstreetdoctors.com.au (preferred) or ring 60561166 to discuss regarding the urgency of review. The GP on duty will triage these requests.

Who we are

Providing holistic and personalised medical care to older people living in residential aged care facilities throughout Albury Wodonga Region.

We are General Practitioners who understand the unique need of aged care residents providing comfort for relatives with the confidence that we support their loved one with care and dignity.

We strive to give the best possible care. We welcome your feedback either in person, phone or through our website. If you are unhappy about a health service provided to a family member, please always try speaking with their treating doctor as a matter of priority. We will always endeavour to resolve any complaints directly but where a matter cannot be resolved, the Health Services Commissioner can be contacted on 1300 582 113 for advice.

www.health.vic.gov.au/hsc/complaint

At Hospital Street Doctors we passionately believe all older people deserve access to exceptional medical care and the opportunity to play an active role in their own health and wellbeing. As individuals with unique physical and emotional needs, they should be surrounded with respect, understanding and love and, where possible, be empowered to make decisions for themselves.

Aged Care GPs

**62 Vermont Street
Wodonga**

Phone: 02 6056 1166

Fax: 02 6526 2154

Email:

agedcare@hospitalstreetdoctors.com.au

**Dr. Pushkara Epa
Dr. Rukshani Wijesekera
Dr. Wasanthi Dharmadasa
Dr. Anu Tillekeratne**





Our Values

Respect – We listen to our clients' needs.

Integrity – We bring transparency and integrity to every decision.

Quality – doing more for patient and their families as they experience this journey.

Consistency – We maintain the highest standards in every aspect of care.

Loyalty – We stay with our clients as long as we are needed.

QUALITY MEDICAL CARE IN THE WODONGA AREA

At Hospital Street Doctors we believe that good health is a major resource for social, economic and personal development and an important dimension of quality of life and that more accessible and equitable health care benefits individuals, communities, and society as a whole. We believe in making changes at the grassroots level where we have a cumulative effect on the community at large.

There is a lot of evidence that health discrepancies exist between urban and rural areas. Since we are serious about health equality, we are strong advocates for rural health.

COMMUNICATION

In line with our privacy policy, our practice will only engage in communication with the patient, RACF staff, patient's Next of Kin or Medical Treatment Decision Maker via telephone, email or in person. A copy of our full communications policy including how you can access your health information is available via our website.

BILLING INFORMATION

Consultations at Residential Aged Care Homes will be Bulk billed for those who have a valid Medicare card.

RESULTS

In the interests of best practice and privacy, and unless otherwise stated, an appointment is required to discuss results of any investigations performed. The results will be discussed at the next weekly scheduled visit unless urgent/clinically significant where the doctor will contact patient and the facility staff without delay.

HEALTH INFORMATION

Health information and your privacy is very important to us. Patient records are held in accordance with current privacy legislation. Please ask at the clinic for a copy of our privacy policy.