

# **Allegiance Medical**

## **Practice Profile**



Allegiance Medical pledges our Allegiance to deliver quality primary medical care – accessible for all.

**Updated December 2023**

# Allegiance Medical

1/367A Centre Road, Bentleigh VIC 3204

Ph: 03 8525 1480 Fx: 03 9557 0988

Website: <https://www.allegiancemedical.com.au/>

## Surgery Hours

<b>Monday</b>	<b>8.30am – 4.30pm</b>
<b>Tuesday</b>	<b>8.30am – 4.30pm</b>
<b>Wednesday</b>	<b>8.30am – 4.30pm</b>
<b>Thursday</b>	<b>8.30am – 4.30pm</b>
<b>Friday</b>	<b>8.30am – 4.30pm</b>
<b>Saturday</b>	<b>9.00am – 2.00pm</b>
<b>Sunday</b>	<b>8.30am – 5.00pm</b>

ALLEGIANCE MEDICAL IS CLOSED ON PUBLIC HOLIDAYS.

## After Hours & Emergencies

For emergencies telephone 000 or contact the nearest emergency department at Sandringham Hospital on 9076 1000 or 9076 1472.

Home visiting doctor services such as 13SICK (13 74 25) are available for afterhours appointments.

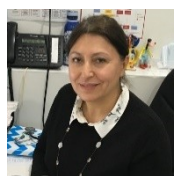
If you are too unwell to visit the clinic during business hours, we offer telehealth (video) and telephone consults.

## Mission Statement

At Allegiance Medical, we pride ourselves in providing quality medical care that is accessible for all. We strive to perform at a level that provides exceptional and quality service and, create an environment that is welcoming and inclusive.

## Doctors providing medical services :

**Dr. Alisha Selleck - MBBs, FRACGP**  
**ABN :52254566194**



Dr. Alisha Selleck is the principle of the practice. She has worked in emergency Medicine in LaTrobe Regional Hospital, The Alfred and Sandringham Hospital as well as in Aged Care and

Rehabilitation in Caulfield General Medical Centre before embarking on her career as a general practitioner in 2005. She has particular interest in women's health, sexual health. She has training from Sexual Health Victoria and Melbourne Royal Women's Hospital for Implanon and IUD insertions and removals.

**Dr. Keating Vuong – MBBS(Hons), FRACGP, BPharm**  
**ABN :13811573924**



Dr. Keating Vuong is originally from Brisbane where he obtained his medical degree at the University of Queensland. He has since done his residency at the Royal Brisbane and Women's Hospital, Lady Cilento Children's Hospital and Redcliffe Hospital.

Dr. Keating Vuong then finished his GP training in Cairns. He has been working as a GP in Cairns for the past 4 years. He has special interests including Minor Skin Cancer Surgery, Mental Health and Paediatrics. He is able to perform Implanon Insertions and Skin Cancer Checks. Dr. Keating Vuong enjoys teaching medical students and nursing students. In his spare time, he enjoys Bushwalking, gaming, and swing dancing.

**Dr Shiju Mammen MBBS, Diploma of Child health (DCH), FRACGP, BSci, Graduate Diploma of Reproductive Sciences (GRS)**  
**ABN :73218164872**



After completing her medical degree at University of Notre Dame Sydney in 2015, Dr Shiju Mammen undertook hospital training at Monash Medical Centre and after which she worked in general practice across rural Victoria in Swan Hill and Woodend. She has completed a Graduate Diploma of Reproductive Sciences and a Diploma in Child Health as they are areas of interest but believes she is a generalist.

Shiju has a whole mind, body and soul approach to medicine and believes that health and wellness can be achieved with some thought and care. She has completed a Graduate Diploma of Reproductive Sciences and a Diploma in Child Health as they are areas of interest but believes she is a generalist.

Shiju enjoys travelling, cooking, eating good food, spending time with her husband and her daughters , keeping fit, updating her Insta and so much more!



**Dr. Arief Farid – MBBS, FRACGP**  
**ABN :70347008038**

Dr. Arief Farid completed his medical degree at Monash University in 2008. He worked mainly at the Canberra Hospital, and in the Gippsland region for further training. He enjoys talking about health, and appreciates all aspects of general practice.

Dr. Arief Farid speaks English and Malay.

**Dr Brian West - MBChB-FRACGP**  
**Briain West Pty Ltd ATF O'Maoileoin Trust ABN : 38989037126**

Dr. Brian West completed Bachelor of Medicine / Bachelor of Surgery, University of Sheffield, United Kingdom in 1993. He has had his Fellowship of the Royal Australian College of General Practitioners Australia in 2008. He is a Member of the Royal College of General Practitioners, Royal College of General Practitioners, United Kingdom, 2003. He has worked as an Ear Nose Throat registrar in England in his earlier years of career. He has special interest in ENT conditions and microsuction wax removal and skin procedures.

## **Allegiance Medical Privacy Policy**

### **Introduction**

This privacy policy is to provide information to you, our patient on how your personal and Health information is collected and used within our practice, and the circumstances in which we may share it with third parties.

### **Privacy Statement**

We respect your rights to privacy and take our privacy obligations very seriously. We comply with the Australian Privacy Principles, found under the Privacy Act (1988).

### **Consent**

When you register as a patient of our practice you provide consent for our GPs and practice staff to access and use your personal information.

Allegiance Medical collects information from you for the primary purpose of providing you the best possible healthcare and medical services. We require you to provide us with your personal information, including your health information.

We will use the information you provide in the following ways:

- For administrative purposes. This is to appropriately manage our practice, including but not limited to conducting audits and undertaking accreditation processes, managing bills and training staff.
- Clinical information will be captured to facilitate the best possible treatment.
- To effectively communicate with Third parties, including but not limited to Medicare Australia, private health insurers, government departments and other practitioners involved in your healthcare, pathology and radiology companies and Allied Health Professionals.
- Allegiance Medical participates in population health planning, policy development, program management, disease burden analysis and current health trends. We do this by submitting de-identified health data to our Primary Health Network and the Government. This data is never sold to third parties and is used for the above-mentioned purposes only. If you do not wish your de-identified data to be included, please advise reception.
- Assisting with training and education of other health professionals. We will inform you when such activities are being conducted for teaching purposes and your involvement will only take place with your permission.
- Use within practice staff/other doctors for your ongoing treatment.
- In the case of an insurance or compensation claim, it may be necessary to disclose and/or collect information that concerns your return to work to an insurer, lawyer and/or employer.
- For follow upcalls/reminders which may be sent to you regarding your healthcare and management.
- Disclosure legally required by law, such as a notifiable disease.
- Where you are unable to act on your own behalf due to a health condition, we may need to discuss your health information with relatives or emergency contacts, so you are provided with appropriate care.

### **What Personal Information Do We Collect?**

The information we collect about you includes your:

- Names, date of birth, addresses, contact details

- Medical information including medical history, medications, allergies, adverse events, immunizations, social history, family history and risk factors.
- Medicare number (where available) for identification and claiming purposes.
- Healthcare identifiers.
- Health fund details.

## **How Do We Collect Your Personal Information?**

Allegiance Medical practice collects your personal information in the following ways:

- When you make your first appointment, we ask you to complete our registration form.
- During the course of providing medical services, we may collect personal information. Including through government health infrastructure such as electronic transfer of prescriptions and My Health Record.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- There may be circumstances we may collect information from other sources. This is because it is not practical or reasonable to collect it from you directly. This may include information from your guardian or responsible person.
- Other involved healthcare providers, such as Specialists, Allied Health professionals, Hospitals, Community Health Services, pathology and diagnostic imaging services.
- Medicare, Department of Veterans Affairs, Private Health Funds.

## **How Do We Store and Protect Your Personal Information?**

Your personal information may be stored in various forms, primarily electronic records. Some historical paper records are kept assisting in your care and to comply with the Health Records Act. Our practice stores all personal information securely. Electronic format records are held in protected information systems and hard copy format in a secured environment. Users are advised that there are inherent risks transmitting information across the internet. Medical information in an electronic format is transmitted via encrypted format using secure messaging software. Medical information can be mailed only through secure post (i.e. with a tracking number). We do not accept patient enquiries or requests via email.

## **How Can You Access and Correct Your Personal Information At Our Practice**

Allegiance Medical acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time, generally within 30 days.

We will only charge fees where the cost to providing your record to you is substantial, and only charge an amount necessary to cover our cost. If there is a cost involved, you will be advised of an estimate before we proceed which you may choose to accept or reject.

Allegiance Medical will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to reception staff, who will advise senior management.

## **How You Can Lodge A Privacy-Related Complaint, And How Will The Complaint Be Handled ?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will attempt to resolve it in accordance with our resolution procedure. Complaints may be addressed to relevant independent doctors who are working from , 1/367A Centre Road, Bentleigh, 3204 and the Practice Manager on (03) 8525 1480.

You may also contact the OAIC. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call them on 1300 363 992.

## **Confidentiality**

At Allegiance Medical, all staff have signed confidentiality agreements. To ensure security of personal information, reception discreetly confirm your identity via an erasable digital tablet. Reception also securely disposes of sensitive documents by shredding paperwork multiple times per shift.

## Links To Other Sites

Allegiance Medical may advertise other companies or offer links to their websites that are not operated or managed by Allegiance Medical. If you utilize the services offered by these advertised or linked websites, you should review their privacy and other policies as Allegiance Medical is not responsible for the policies and practices of other companies.

If you have any questions or concerns, please contact the Allegiance Medical on 03 85251480.

## Policy Review Statement.

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur from time to time. Any changes will be reflected in the privacy policy on our website that is accessible by patients. Should significant changes be made, patients will be advised in writing.

## Cyber security- Email correspondence

Allegiance Medical sends documents via an encrypted service. However, we may refuse to send some documents electronically and patients may be required to pick up a physical copy at the clinic. Cost of printing and admin fee of 20 cent per page is required to be paid.

Please note as email is an insecure means of communication, we strongly discourage patients sending sensitive data as it is not encrypted.

## Translating Services

In any emergency, email is not the appropriate means of communication and should not be the first line of action; please contact 000 in the case of emergency.

## Appointment times

At Allegiance Medical, appointments are required to maximize efficiency and workflow of the practice. Appointments are necessary to ensure you see your preferred doctor without the long wait times that can be experienced at walk in clinics. It is compulsory to have an appointment with a doctor if you are:

- Wanting to receive your results e.g., blood test results, radiology reports etc.
- Requiring a new or repeated prescription
- Needing a referral e.g., specialist, allied health etc.

Each consultation type requires different length in appointments.

- Standard consultation- 15 minutes
- Long consultation -30 minutes
- Prolonged consultation -minimum 40 minutes

Please note:

- **Allegiance Medical is a mixed billing clinic. We bulk bill consultations from Monday to Friday for children under age 16 and people who have pension or Health Concession Card. Private fees apply on Saturday and Sunday to everyone including pensioners and HCC holders. Other services such as wound care, surgical procedures, and ear microsuction wax removal attract private fee for all patients.**
- If your consultation exceeds your appointed time, increase in consultation fee may occur.
- If you are unable to make your appointment, please phone the practice as soon as you are able to, so that we can offer the appointment to another patient and make another appointment for you.
- Late Cancellation of appointment (within 2 hours of appointment) incurs a fee of \$40.

- Surgical procedures and ear microsuction attract private fee for everyone from Monday to Sunday.

## Types of Consultations and Their Usual Lengths

### Standard consultations

- Vaccine administration for adults – booked with the Nurse
- Prescriptions – booked with the Doctor
- General appointments with the Doctor including scripts, results & referrals.

### Long Consultations

- **GP Management Plans – Bulk Billed**
  - GP management plans require a standard consultation with the Doctor, then a long consultation with the Nurse to complete the Care plan. GP management plan reviews can be booked as a long consultation with the Nurse, A standard consultation with the doctor is not necessary. This appointment has eligibility requirements- Patients must have attended the practice regularly in the last 12 months, have 2 or more chronic illnesses and hold a Medicare card.
- **Childhood vaccinations - Bulk Billed**
  - A standard consultation is required to be booked with the Doctor; following a long consultation with the nurse for administration.
- **Skin Checks- Private Out of Pocket**
  - A long consultation is required with to be booked with the doctor; depending on the outcome, a further long or prolonged appointment may be required for skin lesion removal
- **Minor Procedures- Private Out of Pocket**
  - Depending on the type of procedure, a long or prolonged consultation may be required. This appointment has facility fees for the materials used as well as usual cost for the item number.
- **Wound care – Private Out of Pocket**
  - Depending on the wound and the care it requires, a standard or long consultation may be booked- Your doctor will let you know what you require. These appointments may have additional facility fees for dressings and other materials used.
- **Ear Micro-suction – Private Out of Pocket**
  - A long appointment is required. A standard consult may be required prior to the day of procedure.
- **Mental Health- Bulk billed for eligible patients.**
- **Heart Health Check – Bulk Billed**
  - A long consultation is required to be booked with the Nurse; then a standard appointment is to be booked with the Doctor. Please note, this appointment has eligibility requirements- those who do not have CVD and are aged 45 years and over (30 years and over for ATSI peoples). A recent blood test that includes your cholesterol status is necessary for this appointment.
- **Health Assessment (75 years Old) – Bulk Billed**
  - Health assessments for patients 75 years and over requires a long consultation with the Nurse
- **Health assessment 4-year-old– Bulk Billed**
  - Health assessments for 4-year-old patients requires a long consultation with the Nurse
- **Sexual & Reproductive health**
- **STI screening & Cervical screenings– Bulk Billed for patients who has Health Concession card**
- **Additional Small out of pocket expense for consumables**
- **Implanon& IUD insertions/ removals– Private Out of Pocket**

### Prolonged Consultation

- **Implanon Reinsertions-Private Out of Pocket**
  - A prolonged consultation is required for Implanon reinsertion appointments whereby a current Implanon device is removed and a new device is inserted.
- **Mirena insertions/removals– Private Out of Pocket**
  - A prolonged consultation is required for Mirena insertions and removals. Additional facility fees may be charged for materials used.
- **PRP/Hair Loss Injections– Private Out of Pocket**

A standard consultation is required prior to PRP sessions to assess and evaluate. Costs vary depending on the complexity; Multiple sessions are necessary.

- **IV iron infusions- Private Out of Pocket**

- A standard consultation is required prior to the date of your iron infusion. This is so your doctor can review your blood results and assess your eligibility. On the day of your iron infusion, you are required to have a standard consult with your GP as well as a prolonged appointment with the nurse-keep in mind this appointment can take up to an hour as we require you to stay post infusion for monitoring.

## **Allegiance Medical Services**

Allegiance Medical offers an extensive list of services available for all patients. We are committed to providing a high standard of primary health care that is accessible for all members of our diverse community.

Services Provided by the Doctors working from rooms of Allegiance Medical ;

- Women, Men, and Children’s Health
- Chronic Disease Management
- Childhood Vaccinations
- Skin Check
- Micro Ear Suction
- Mental Health
- Health Assessments
- Sexual & Reproductive Health
- STI screening, cervical scre
- Travel Vaccinations
- Iron infusions
- Wound Care
- Contraception Implants
- Implanon and MIRENA insertions and removals
- Allied Health i.e., Auditory & Podiatry services available at our practice
- PRP/Hair Loss injections
- Pathology Services
- Workcover/TAC

## **Allied Health Services**

At Allegiance Medical, the following external Allied Health Members are available for our patients:

- Audiology- Bloom Hearing Services
- New Space4U Psychology

## **Pathology Services**

For your convenience, we offer onsite pathology services provided by 4Cyte Pathology.

Opening hours:

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
9.00-2.00	9.00-2.00	9.00-2.00	9.00-2.00	9.00-2.00	Closed	9.00-1.30



## **Urgent Medical Issues**

All Allegiance Medical staff are trained in the appropriate triage process of patients. The first available doctor or nurse will assess and treat urgent medical issues promptly. If in the case of an emergency, Allegiance Medical has the legal obligation of contacting emergency services if required.

If you would like to speak in a language, other than English call Allegiance Medical request an interpreting service in the language you wish to speak in to be arranged for your consultation. Allegiance

Medical uses TIS National (Translating and Interpreter Services). Please let our friendly reception know if you require these services in advance, so we are able to book on your behalf.

## **National Rely Service**

If you have difficulty hearing or speaking to people who use a phone ,you can contact us through the National Relay Service ( NSR ). Follow the steps :

- 1- Select your preferred NRS access point
- 2- Provide 03 85251480 as the number you need to phone

## **Recalls / Reminders/ Test Results**

Allegiance Medical uses a recall and reminders system to inform patients they are required to have an appointment with one of our doctors or nurses.

There are a number of reasons you may receive a recall; some include:

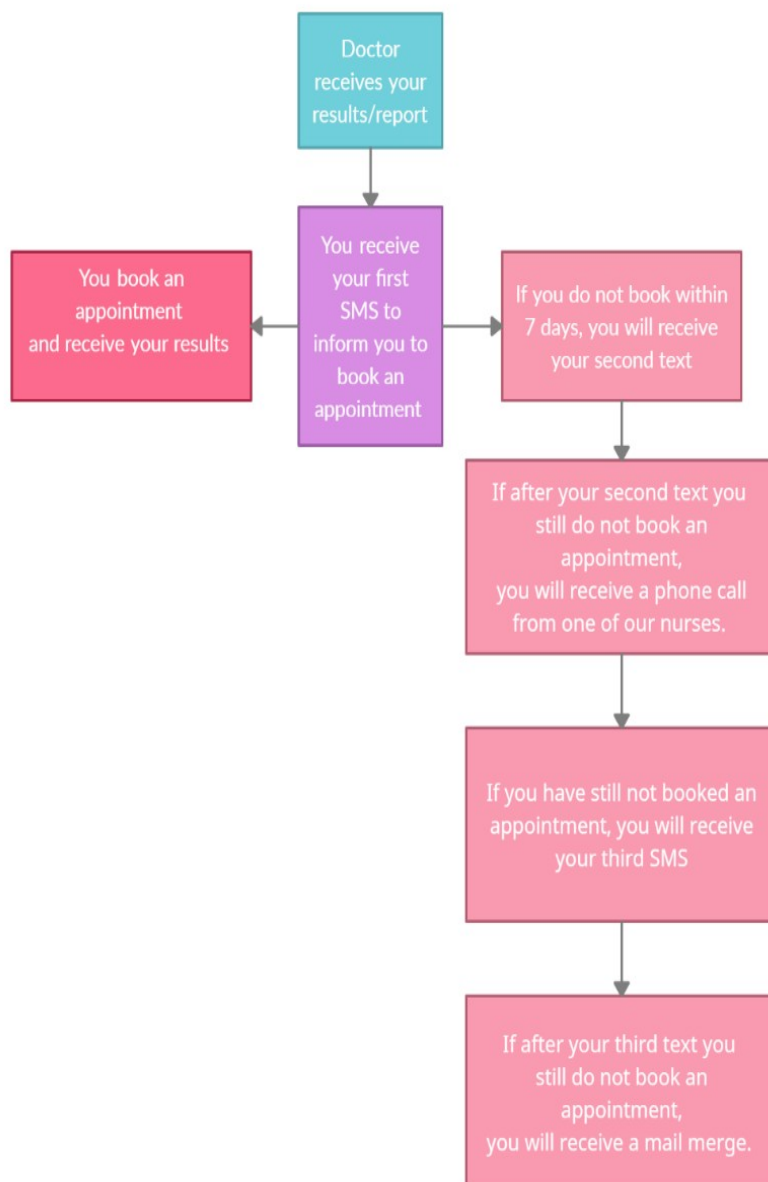
- Test results are ready to be given
- If you require further testing
- Reminder to come for preventative health measures e.g., immunizations, health checks and screenings.

Checking the test results of your tests is a priority task for us. The test results are checked and actioned by doctors as they are downloaded into our system by pathology and radiology companies. If there is an abnormal result you will be advised to make an urgent or non-urgent appointment according to the priority of your results. If a result requires urgent action, the doctor or the nurse will make an immediate telephone contact with you to make an urgent appointment with the doctor.

Please note, it is a strict policy of Allegiance Medical that the results or their availability are not to be discussed over the phone by the doctors or other clinical staff. Should you wish to discuss your results please book an appointment with your doctor.

It is patients' responsibility to source the results that other/previous GP's and specialists have requested/referred before your appointment if you are expecting to discuss with doctors at Allegiance Medical.

You may receive a text or a phone call from our nurses or reception staff to notify you. Please note: to receive your results, you are required to book an appointment with your GP. An example of our recall system process is as follows:



## **Complaints and feedbacks**

You can contact us on 03 85241480 or send us an email on [info@allegiancemedical.com.au](mailto:info@allegiancemedical.com.au) for your complaints or feedbacks.

## **Final statement**

Allegiance Medical pledges it's Allegiance to provide high quality support services for the doctors to deliver best primary care and medical services – accessible for all.

We strive to perform at a level that provides exceptional and quality service and, create an environment that is welcoming and inclusive.

If you require any further information, please contact our friendly staff on 03 8525 1480