

# iSpot Clinic



**General Practice & Skin Cancer**

10 Hazelwood Road, Traralgon. Victoria 3844

**Phone 1300 554486**

[www.ispotclinic.com.au](http://www.ispotclinic.com.au)



## Consulting Hours

**Monday to Friday : 8:30am to 5pm**

## Appointments

Our appointments are typically booked at 15 minute intervals, but longer appointments are available on request. If you have multiple issues to discuss or a potentially complex medical issue that takes more time to work through, you will be billed accordingly.

If family members need to be seen, please book an appointment for each family member; this allows us the appropriate time to provide the best care.

## Billing

iSpot Clinic is a mixed billing clinic and gap fees generally apply. Fees can be settled by Cash, Credit Card or EFTPOS. In the event of financial hardship, please discuss this with your Doctor.

## Cancelling Appointments

Please arrive in time for your appointment and check-in with reception. If you are unable to make your appointment or are delayed, please advise us so we are able to offer your time slot to another patient or re-arrange our appointments as needed.

If you book an appointment and do not attend we may charge a missed booking fee.

## Prescriptions

We encourage patients to visit their doctor for repeat prescriptions, so medical care can be reviewed at the same time.



Bulk billed appointments for repeat prescriptions only are available.

Alternatively, you may request a repeat prescription without an appointment by filling in a request form at the clinic or at our website - a fee applies for these repeat prescriptions.

Our doctors will generally issue repeat prescriptions for long term medicines already prescribed by our clinic, but for certain medications such as potentially addictive medicines an appointment will be required.

## Dr Alex Phare

Our Practice Principal is Dr Alex Phare. Dr Phare is originally from Devon in England and undertook his medical training at the University of Wales College of Medicine, Cardiff. Dr Phare has also been awarded degrees in Medical Biochemistry and a Master of Medicine Skin Cancer degree from the University of Queensland.



Dr Phare is a Vocationally Registered General Practitioner, holding Fellowship of the Royal College of General Practitioners in Australia, and has also passed the Membership of the Royal College of General Practitioners in the United Kingdom.

Dr Phare has lived and practiced in Gippsland since 2003.

## Dr Lisa Gilbert

Originally from Melbourne, Dr Gilbert worked as a Biomedical Scientist before moving to Gippsland in 2009 to pursue a career in Medicine.

Dr Gilbert gained her medical degree from Monash University in 2013, where she was awarded the Prize in Clinical Medicine from the Royal Australian College of Physicians.



Dr Gilbert has additional training in Women's Health and Emergency Medicine and has undertaken Skin Cancer training with the Skin & Cancer Foundation in Melbourne and completed the Certificate in Primary Skin Cancer and Advanced Dermoscopy with the Australasian College of Cutaneous Oncology.

## Communication

If you need to contact a member of our clinical team but cannot attend, you may leave a message with our Reception Staff. Where possible non-urgent phone calls should be made after 10am to avoid peak time delays. Our clinical team will endeavour to return you call as soon as possible, but this will generally be after consultations have finished.

We use SMS appointment reminders for Registered Patients who have consented to this service. Emails to the clinic will be managed appropriately, but if we need to reply we may do so by phone.

## Pathology Tests

There is a Pathology Collection Centre adjoined to the clinic at 6 Hazelwood Road offering blood tests and other investigations. They will process test requests for all doctors / clinics and send the results on the requesting doctor.

## Test Results

We encourage patients to attend to discuss their results. Please do not assume that a test is normal if you have not been contacted by our staff.



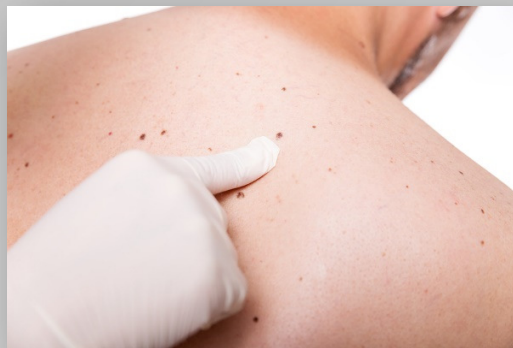
## Medical Examinations

Longer appointments are typically needed for Medical Examinations and Occupational Medicals, and we may also need to arrange for you to see the Nurse first. Please advise the receptionist when booking if you are attending for a specific Medical Examination.

## Services

We offer a diverse range of health care, our services include:

- Medical Consultations and general health and well-being advice.
- Skin Cancer checks, diagnosis, preventive advice, skin lesion removals and management.
- Non-surgical skin cancer treatments (when appropriate).
- Surgical procedures for skin lesions, lacerations, lumps and bumps including skin cancers.
- Counselling and psychological support.
- Immunisations for children and adults.
- Travel advice – including travel immunisations. iSpot Clinic is registered for Yellow Fever Vaccinations. You don't have to be a regular patient of our clinic to access our Travel Advice & Vaccination Service.
- Women's Health Advice.
- PAP smear tests including a Nurse operated Pap test and Women's Clinic.
- Occupational health and pre-employment checks.
- Palliative care
- Home visits when medically appropriate - additional fees apply to this service.
- Health and well-being checks are encouraged. This can include blood pressure, cholesterol checks, weight management, immunisations, status, diabetes checks or optimisation, bowel cancer screening, breast checks / mammogram referrals, skin checks, prostate health.
- Total Body Photography / Mole Mapping.
- Registered Nurses are available to assist with asthma management, vaccinations and wound management.



## Practice Manager

iSpot Clinic is managed by Lisa Phare, who is also a Division One Registered Nurse and has worked in healthcare since 1988.

## Medical Records and Privacy

Your medical files are confidential and are stored electronically on a secure, encrypted system. If you wish to access your medical information, please discuss this with your doctor.

Referrals to other doctors or specialists will generally include a summary of your health information.



## Out of Hours Service

For existing clients of our clinic an on call service is available. To access out of hours care please call the clinic on 1300554486

## Feedback

We strive to offer you the best healthcare we can, but recognise problems can occur. We appreciate your feedback, or suggestions on how we can improve our services,

if you experience any problems, we would like to hear from you, we will address any problems seriously and are keen to assist in resolving any concerns issues you may have.

The Health Services Commissioner (1800 136 066) can assist you if we are not able to resolve any matter.