



## APPOINTMENT INFORMATION

### Address for PRIVATE consulting locations

- **St John of God – Berwick**  
55 Kangan Drive Berwick, 3806  
Level 1, Suite 1.3 (End of corridor)
- **Mulgrave (Valewood Clinic)**  
1 Wanda Street, Mulgrave, 3170

### Address for PRIVATE Operating locations

- **St John of God Hospital – Berwick**  
75 Kangan Drive Berwick, 3806
- **Mulgrave Private Hospital**  
48 Blanton Drive, Mulgrave, 3170
- **Jessie McPherson Pvt Hospital**  
246 Clayton Rd, Clayton, 3168
- **Knox Private Hospital**  
262 Mountain Hwy, Wantirna, 3152

### First Appointment:

After making your appointment you will receive a patient registration either by **text** or **email**.

Please complete and return prior to your appointment date with:

- Referral letter from your GP
- Medicare card
- Private Health insurance details
- Details of any radiology/pathology tests
- List of medication/s or supplements that you are taking
- Workcover, TAC, DVA information

### If this is your first appointment:

Please arrive 10 mins prior to your appointment time to check necessary paperwork, insurance, and Medicare details.

### During the consultation:

- Our surgeons will take a full medical history, including medications, allergies etc.
- Discuss a plan and answer any questions you may have
- Order further tests if required (Imaging/Pathology)

### At the end of your appointment:

Depending on your treatment plan with our surgeons we will:

- Book a follow up appointment
- Private Surgery patients – We will book a surgery date and supply you with the necessary information (This will also be confirmed in an admission email closer to the date)
- Public Surgery patients – We will ask you to complete a hospital admission booklet that will then be sent to Monash, and you will be added to the Public surgery list
- Issue a medical certificate (on request)

### Review appointments

For your follow up appointments please advise the reception and surgeon of any new imaging/pathology test done and the location of these tests.

Please also advise if any personal details have changed (Address, email, or private health insurance)

### How to pay:

Our rooms offer many forms of payment

- EFTPOS (Visa, Mastercard)
- DIRECT DEPOSIT
- OVER THE PHONE EFTPOS

NOTE: Consultations are required to be paid at the time of the consultation

We are also registered for online claiming through Medicare. In most cases we can do claiming on the spot.

### Surgery payments:

Prior to surgery you will be issued with an IFC (Informed financial consent) that will include the item numbers and costs.

Please call your health insurance to ensure you are covered for the surgery.

- Estimated item numbers are provided prior to surgery but in some cases these items may change if the surgery is more complex, or different to the original planned procedure.

Prior to surgery private patients will receive a GAP invoice. This invoice is the gap between what is being charged and what your private health insurance is paying. We do ask that all GAP payments are made 7 days prior to the surgery date. NOTE: You cannot claim this gap from Medicare or Private Health insurance.

### Public Surgery patients

Following your consultation with the surgeons you may be placed on the Public Waiting list for surgery. Our rooms will help you to complete the forms and send them directly to the hospital.

Our staff and surgeons DO NOT have any influence over the time frame for this surgery to take place.

The Hospital will determine when the surgery is to take place based on the clinical category you have been given.

### Ceasing medication prior to Surgery:

Some medication may need to be stopped prior to surgery.

Please discuss this with your surgeon:

- If your medication can be stopped and the risks involved
- How long to stop taking the medication before surgery.

### Parking at St John of God (Berwick).

FREE on street parking is limited and signposted for the parking conditions.

**PAID** undercover parking is available

0 - .5 hours	\$0.00
.5 – 1 hour	\$3.00
1 – 2 hours	\$7.00
2 - 3 hours	\$9.00
3 – 4 hours	\$10.00
4 – 5 hours	\$12.00
5+ hours	\$15.00
Daily concession rate*	\$9.00
Lost ticket	\$15.00
Weekly ticket	\$45.00

\*Daily concession rate is available to eligible card holders. Enquire at the hospital main reception.