



Shop GZ06/25 Separation Street, Northcote Plaza, Northcote 3070

www.xlmedical.com.au Phone (03) 8658 0900 | www.molecheck.com.au Phone 1800 665 324

Practice Hours

Monday – Friday: 9am – 5.30pm

Saturday 8am – 4pm

XL Medical opened in January 2022. Our mission is to serve our community with all General Practice services.

Mole Check Clinic opened in July 2017. Our mission is to provide the highest standard of patient care in skin checks.

General Practitioners:

Dr Sasa Tosovic

Dr Lucinda Hogan

Dr Michele Kah

Nurses: Olivia (RN)

Receptionist: Aastha (offsite)

Practice Manager: Ella Elangovan

Appointments:

Please ring the surgery on **1800 665 324** to make an appointment or online on our website to make a booking.

If you are unable to attend your scheduled appointment, or if your appointment is no longer required, please telephone the practice to let them know on 1800 665 324. Your courtesy is appreciated by the practice and other patients.

Walk in appointments- Our clinic is appointment based unless there is an emergency.

Long Appointments- If you require a long appointment, please advice reception. Long appointments are available.

After hours- For XL Medical Clinic - Please contact Hello Home Doctor on 134 100

Home Visits- Doctors from our clinic provide home visits when appropriate.

Services:

We provide skin checks and comprehensive medical care for the entire family (including but not limited to – immunisations, women's health, chronic disease care)

FEES AND BILLING ARRANGEMENTS

XL Medical Clinic

	Patient Cost	Medicare Rebate	Out of Pocket Cost
Standard appointment	\$110	\$42.85	\$67.15
Long appointment	\$160	\$82.90	\$77.10

Pro-longed consultation	\$220	\$122.15	\$97.85
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Mole Check Clinic

Appointment	Patient Cost	Medicare Rebate	Out of Pocket Cost
Full Body Skin Cancer Check	\$207.90	\$82.90	\$125.00
Full Body Skin Cancer Check & Mole Mapping	\$277.90	\$82.90	\$195.00

*Please enquire regarding procedure costs

Telephone access policy: The doctor may be contacted by telephone during practice hours for urgent advice. When the doctor is with other patients, messages will be taken. The doctor will ring back when available to do so.

Obtaining results: Your doctor will advise you when your results are expected to arrive to the practice. Make an appointment to see the doctor to find out your results and ask what they mean for your care.

Please note that: **No results are given over the phone.**

Electronic communication: Due to our privacy policy we are unable to send any information by email that is not encrypted.

Emergency contact: Please make sure the practice has your emergency contact person recorded. Should the need arise, this will enable us to contact them on your behalf.

NO SMOKING POLICY

This practice is a non-smoking area.

Practice policy on use of your personal health information:

Your personal health information is always treated as private and confidential. The practice does not release any personal health information to anyone without your written permission.

Feedback:

If you have an opinion or a problem, we would like to hear about it. Please feel free to talk to any member of staff. The practice manager will respond to each comment.

We take your concerns, suggestions and complaints seriously and we hope to solve problems to improve our service. However, if you wish to take the matter further, you may contact:

Victorian Health Services Commissioner
Level 30, 570 Bourke Street Melbourne, VIC 3000
Phone: (03) 8601 5222