|  |  |
| --- | --- |
| **Seeing a doctor**  **specialist or health professional | 看醫生、專科或醫護專業人員** | |
|  |  |
| Victoria has a wide range of health care professionals to meet all your health needs.  From your local GP to specialists and allied services covering both complimentary medicine and conventional treatments, there is a diverse range of expert to help you.  For everyday non-emergency and ongoing health issues, your first place for treatment and advice will usually be your local GP, who is a general practitioner, but is commonly known as a GP.  GPs, as well as other allied health professionals, such as physiotherapists, psychologists, podiatrists, and dentists can be accessed directly without referral.  This is called primary, or first, care.  There are also medical specialists.  However, you will need to have a referral from your GP to access these services.  Talk to your GP for more information.  Your GP will have an understanding of you and your medical history.  “I think it's really important for someone to have a good relationship with their GP. As someone they can come to and trust with their health problems.  A GP is a person who's fairly central and you might have any kind of health problem, whether it be physical problem or a mental problem or you might want to just talk about your general health and prevention, you can be really well assured that anything you tell the doctor's not going to go outside of the room. It's completely confidential.  It's really important when a person comes to the doctor to tell the doctor exactly what you're doing, exactly what you're taking. Whether it be prescribed medication or over the counter medication, alternative substances, natural medicines. That's all okay, just tell the doctor and also alcohol and any elicit substances you might be taking. The doctor just wants to know to get the best outcome for you.”  Your GP can also prescribe suitable medications, refer you to specialists for further treatment, recommend allied health professionals, or write medical leave cover notes for your employer if you are unwell.  Having an open and honest relationship with your GP and any other healthcare professionals you see is essential to assist in helping you stay as healthy as possible.  If you are dissatisfied with a healthcare professional, you have the right to get a second medical opinion.  Healthcare professionals play an important role in advising and helping you to prevent illness and maintain good health.  They can help with a whole range of health and wellbeing issues, such as eating well, keeping active, maintaining good mental health.  As an example, let's say you're concerned about a painful knee.  Your GP will assess your condition and may refer you to a radiologist.  You may decide to contact a physiotherapist and make an appointment.  You don't always require a referral from your GP.  There are, of course, benefits to seeing your GP about this issue, too.  Your GP can assess your issue in conjunction with the picture they already have of your overall health.  Once you have seen the radiologist you have been referred to the results will be returned to your GP who will talk with you about the next steps in your health plan.  If it turns out that you need further more specialised help, in this case it could be an orthopaedic surgeon, then a referral must be obtained.  Seeing your GP is either free or subsidised by a government rebate.  If your GP bulk bills, medicare should cover the whole cost.  If they charge a set consultation fee, medicare pays a portion of this.  Costs to see other healthcare professionals or other specialists can vary.  Most charge a fee, but medicare refunds part of that cost.  It's a good idea to check how much you will have to pay before you start your treatment.  There can be times when your GP and other healthcare professionals are unavailable.  In this instance, there are telephone helplines, like nurse on call, available 24 hours a day for general medical advice.  Finding a GP, specialist, or other healthcare professional is something you can play a big part in.  By being involved in your healthcare and talking openly and honestly with your GP, you'll get the best results.  Remember to ask questions, get a second opinion if you need to, listen to health advice, ask for a translator if needed, and act early.  For more information, visit: betterhealth.vic.gov.au/healthprofessionals. | 維多利亞州有各種不同的醫療護理專業人士，滿足大家對醫護的所有需要。  這包括由區内的 GP (家庭醫生)，以至專科醫生和專職服務，涵蓋補充醫療和傳統醫療，總之就是有不同領域的專家給予你協助。  對於日常非緊急及持續的健康問題，你區內的家庭醫生，一般都會是你尋求治療和咨詢意見的第一站。我們一般稱他們為 GP。  GP (家庭醫生) 連同其他專職醫護專業人員，好像是物理治療師、心理學家、足科醫生及牙醫，均可在無需轉介的情況下，直接聯絡就醫。  這稱為初級 (或第一層) 護理。  其實也有其他醫學專家的。  不過，你需要家庭醫生的轉介，才能夠使用這些服務。  請向你的家庭醫生查詢詳情。  你的家庭醫生對你及你的病史有深入了解。  「我認為一個人應與他的家庭醫生有良好關係，這點是非常重要的。因爲病人可以就自己的健康問題，找一個他們可以信賴的人傾談。  醫生是病人的中心人物，你可能出現健康問題，包括身體或精神上的問題，或者你只想談談一般健康問題及如何預防，你均可放心，因爲你和醫生的談話內容，將不會外洩，它是完全保密的。  一個人看醫生時，必須如實告訴醫生，你正在做些什麼，如實講出你在吃什麼藥，包括處方藥、非處方藥、另類藥物、或是自然藥品，這都不要緊，只需跟醫生說，還有酒精或其他你可能正在服用的違法藥物，因爲醫生需要知道這些情況，才能讓你獲得最佳的治療效果。」  你的家庭醫生也能向你開處方藥物、轉介你到專科醫生作深入治療、推薦你去看專職醫護人員，或者，當你不適時，他會為你向僱主寫請假紙。  請與你的家庭醫生及其他醫護專業人員持開放和坦誠的態度，這樣能協助你盡量保持健康，這點是很重要的。  若你對某位醫護專業人員不滿，你有權尋求另一個醫療意見。  醫護專業人員在給你建議及協助你預防疾病及維持健康方面，扮演重要角色。  他們在各種各樣健康及身心安康問題，例如是吃得健康、保持活躍、維持良好精神健康等各方面，都能加以協助。  舉個例子，假設你的膝蓋疼痛令你非常擔憂。  你的家庭醫生會評估你的病情，並可能會把你轉介去看一個放射專家。  有時，你或想跟一位物理治療師聯絡及預約。  其實，你並非每次都需要由家庭醫生轉介的。  不過，就是為了這個問題而去看家庭醫生也是有好處的。  你的家庭醫生了解你的整體健康狀況，所以在作評估時，會把這些因素一併考慮。  當你看罷經轉介的放射科醫生後，有關結果會送到你的家庭醫生處，他會跟你商量你下一步的健康計劃。  如果結果是，你需要進一步的專科協助，例如，你可能需要看骨科醫生，那麼，你必須取得轉介。  看家庭醫生要不是免費，就是由政府以回扣的方式作資助。  如果你的 GP 不額外收費，國民保健應可承擔整筆開支。  但如果他們收取指定的診金，國民保健將會支付部分的診金。  其他醫護專業人員或專科醫生所收取的費用，未必相同。  他們大都會收取費用，但國民保健會退回部分費用。  最好的做法，是你開始接受治療之前，查詢你需要繳付的費用。  有些時候，你未必能看到你的家庭醫生及其他專業人員。  在此情況下，你可以打熱線電話，例如 Nurse-on-Call (護士熱線)，它是全日 24 小時服務，提供一般的醫學建議。  你可以積極尋找家庭醫生、專科醫生，或其他醫護專業人員。  如果你能積極參與你的醫護保健，並與家庭醫生坦誠相處，你將會得到最好的結果。  記住，要發問、如有需要的話，可尋求另一個意見、聽取醫學意見，而當有需要時，可尋求傳譯員協助，以及提早採取行動。  欲知詳情，請瀏覽：  betterhealth.vic.gov.au/healthprofessionals |
|  |  |