



WERRIBEE MEDICAL CENTRE

PRACTICE INFORMATION

APPOINTMENTS (How to see your doctor)

The clinic operates on an appointment system (which helps to minimise your waiting time). An appointment can be made by telephone on 03 9741 2033 or online (coming soon).

Standard consultations last up to 15 minutes. If you need more time with your doctor, please arrange an extended consultation when booking. At times, you may experience a waiting period due to doctors tending to urgent or complex medical issues. We apologise for any inconvenience.

Please note that failure to cancel an appointment without sufficient notice (24 hours prior to consultation) may result in a missed appointment fee.

PHONE (and TELEHEALTH) CONSULTATIONS

Phone consults are available to all existing patients that have seen a doctor in clinic in the last 12 months. Patients can call Reception on 9741 2033 for more information and to book.

FACE MASKS

Face masks must be worn if you are attending the clinic.

EMERGENCIES

Emergencies always take priority and will be seen quickly. Please call us ahead of your arrival at the clinic if possible, and/or notify the receptionist upon your arrival. Sick children will always be accommodated, so please mention if you have a sick child, their age, and the nature of the illness.

FEES POLICY

We are a mixed billing centre. Bulk-billing is available to pensioners and children under 16 years of age, please ask reception when making appointments.

Below is a guide to the fees for a STANDARD GP consultation. Naturally, these are indicative only as there are also other fees for services that may apply including longer and shorter consultations, procedures, tests, the provision of medical consumables used as part of your treatment etc.

Please note that individual doctor consultation fees may vary. Please discuss any concerns regarding payment with your doctor, as fees can be altered at their discretion.

Consultation	Fee \$	Medicare Rebate \$	Out of Pocket \$
Standard – Private	69.75	39.75*	30.00
Standard- Health Care Card	59.75	39.75*	20.00

*Deposited into your nominated account by Medicare Australia

Full payment is required on the day of the consultation and can be made by cash, EFTPOS, or credit card. An additional fee of \$5.00 may be charged for accounts not settled on the day to cover administrative costs.

TEST RESULTS

Test results can only be given by your doctor. Reception staff are not qualified to discuss the results with you. You may ring to see if your results are available and make an appointment to discuss this with your doctor.

PHONE CALLS

The doctors are unable to take calls during consultations unless they are emergency calls. A message will be taken, and these calls will be attended to when the doctor is able.

WORKCOVER and TAC

Patients are asked to provide a claim number to our reception staff if a claim has been accepted as we will bill these third parties directly. If there is no claim number or your claim is yet to be accepted, we ask that you pay for your consultation and claim a refund from Workcover or TAC.

AFTER HOURS SERVICE

Patients are advised to contact the clinic on 03 9741 2033. For calls made to this number after-hours, a recorded message will direct you to call the medical locum service: National Home Doctor Service on 13SICK (13 7425). A report is sent to the clinic within a few days.

HOME VISITS

Doctors can offer home visits for regular patients where they are too ill to attend the medical centre and where it is safe and reasonable to do so. All home visit requests will only be booked at the discretion of the doctor. Please ring before midday to arrange. Fees will be charged for the visit, so please discuss this with the receptionist at the time of making the request. If a doctor is unable to visit, we will arrange for a locum.

RECALLS AND REMINDERS

This clinic employs a recall and reminder system for many health items including vaccinations, PAP smears and BP checks. Please let us know if you would prefer NOT to have a reminder sent. It is prudent to keep us updated with any change of contact details (address and mobile phone number).

INTERPRETER AND OTHER COMMUNICATION SERVICES

We are committed to ensuring patients with limited English proficiency or loss of hearing, are provided with interpreting or other communication services to assist them to communicate and understand information and recommendations which are provided by the doctor and/or clinical team members. Services available are Translation Interpreting Services (TIS) and NABS.

HEALTH INFORMATION CONFIDENTIALITY

All patient consultations and medical records are kept strictly confidential. Access to confidential information collected is subject to State and Federal privacy legislation. All data is used strictly according to our privacy policy, which is available on our website and upon request. It is the policy of this clinic to maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

PATIENT FEEDBACK

Help us to help you. We aim to give you the best possible care and attention. Your suggestions and comments are valued and appreciated. There are feedback forms available at the reception desk and a feedback box located in the waiting area to place your form. This feedback can be completely anonymous.

If you have any concerns or are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please speak to your doctor or the receptionist. We will certainly try to attend to this matter to your satisfaction.

We believe that any problems or misunderstandings are best dealt with within the clinic, with proper communication. Further assistance with any unresolved grievances can be obtained by contacting the Health Complaints Commissioner on 1300 582 113.