

Why does my doctor run late with my appointment?

Our doctors always endeavour to run on time, and the practice schedules appointments in an effort to support this. Unfortunately it is not always possible due to unexpected, complex and urgent medical needs of some patients.

We ask when this happens that you accept our apologies for any inconvenience.

After Hours

If you have an urgent issue, there is a doctor available outside of business hours. Please call the clinic to access the after hours phone number.

Feedback And Complaints

Your feedback, both positive and negative, is important to us and is encouraged. If you have any suggestions, ideas or concerns, please feel free to talk to your doctor. You may prefer to place your written comments in one of the suggestion boxes provided in our waiting rooms.

Complaints can be put in writing and addressed to our Practice Principals.

Alternatively you may prefer to contact: Health Complaints Commission, Level 26, 570 Bourke Street, Melbourne 3000.

Tel: 1300 582 113

In an **emergency** call 000.

If you have an urgent, non-life-threatening health concern after hours, call the After Hours GP Helpline 1800 022 222

Contact

Phone: 03 5723 5400

(for patients who are deaf or have a hearing or speech impairment, we accept calls through the National Relay Service).

Fax: 03 5723 5455

Email :admin@northeastfamilymedicine.com.au

19 Norton Street,
Wangaratta, Vic, 3677.



Patient Brochure



*north east
family
medicine*

www.northeastfamilymedicine.com.au

Our Services

- Women's Health
- Paediatrics
- Immunisations
- Skin checks and skin surgery
- Travel medicine
- Antenatal (pregnancy) care
- Sports medicine
- Driving medicals
- Health assessments
- Chronic disease management
- Mental Health
- Men's Health

Booking Appointments

Standard appointments (for a non-urgent, single health issue) can be booked by phone or online at www.northeastfamilymedicine.com.au. If you are a new patient to the practice, or have a complex matter (or multiple health issues) to discuss with your doctor, please phone us or book a longer appointment online.

Repeat Prescriptions

To ensure patient safety, repeat scripts will only be written without a consultation in exceptional circumstances and a charge will apply. If you require a repeat on your medication, we strongly advise that you arrange an appointment in advance.

Fees and Billing Arrangements

As a private general practice, our aim is to provide you with the very best care and service. Our fees are structured to reflect the time you spend with the doctor as well as the number and complexity of matters discussed during your consultation.

A full schedule of our fees and services is available on our website or from reception.

Interpreting Services

These are available through the Translating and Interpreting Service (TIS National). Please advise our reception staff if an interpreter is required.

Telephone Access

We prefer that if you need to discuss your care, you book an appointment so the doctor can discuss it with you face to face. However, in some circumstances a message can be left. Messages are taken by our friendly reception staff and electronically passed through to our nurses and doctors. We will endeavour to return your call within 24 hours.

Urgent phone calls will usually be transferred to the nurse or doctor immediately.

Recall and Reminder System We offer a recall system for preventative health

activities (e.g. diabetes, Pap tests, skin checks, health assessments and vaccinations). Please advise your doctor if you do not want to be included in this process.

SMS appointment reminders can be sent via your mobile phone. Please advise reception if this is required.

Test Results

Results are best discussed face to face with your doctor at a planned results review appointment. Test results will not be discussed over the phone unless specifically authorised by your doctor.

Privacy and Confidentiality

North East Family Medicine is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Copies of our Privacy Policy and Personal Health Information Collection Statement are available on our website or from reception.

