

YARRA VALLEY CLINIC

223 – 225 Maroondah Highway Healesville 3777

Phone: (03) 5962 4633

Requests:

Long consultations are to be requested at the time the appointment is made.

Out of Hours Emergencies:

Advice is available by phoning the Clinic on **(03) 5962 4633** or

Healesville Hospital & Yarra Valley Health, After Hours GP Clinic on **1300 130 381 (located at 377 Maroondah Hwy Healesville)**

Or alternatively Nurse on Call **1300 60 60 24**. **Urgent/Emergency** situations call **000** for Ambulance assistance.

Home Visits:

Provided only where warranted by the condition of the patient and when it is convenient to schedule the visit between the doctor's other responsibilities. This may be requested by phoning the Clinic during office hours.

Repeat Prescriptions:

If you would like to renew your usual prescriptions then report to the reception desk by 11 am or 4 pm Monday to Friday/Saturdays at 11am and a prescription will be arranged. Prescriptions for antibiotics and those which require authorisation require an appointment with the doctor.

Billing Arrangements:

Our aim is to keep out of pocket costs to a minimum but feel the fee we charge reflects the service we provide. However, Pensioners, Veteran Affairs patients, Healthcare Card holders and children 16 years and under will be bulk billed. (This is at the discretion of the doctor.) Full payment is required on the day by cash or EFTPOS for Private Patients. If our fees are likely to cause you any financial hardship, please feel free to discuss this with your treating doctor. Reimbursement from Medicare will be deposited into your nominated bank account or refunded directly back onto an EFTPOS card. Alternatively, reimbursement may be obtained from a Medicare office. Out of hours and home visits are privately billed unless the doctor decides otherwise.

Telephoning the Surgery:

If you need to speak with your Doctor regarding an urgent matter, it may be necessary for the Reception Staff to take your details. Your Doctor will call you back as soon as possible. The Practice Nurse is available for returning phone calls regarding pathology results between 12.30pm and 1.00pm daily.

Recalls & Reminders:

Our practice has a recall reminder system available for ongoing treatment, for example, pap smears, breast screening, immunizations, colonoscopy, care plans, diabetes reviews and health assessments (including Aboriginal & Torres Strait Islander).

If you wish to participate in this program please advise the Practice Nurse or Reception Staff.

Suggestions:

We constantly strive to maintain and improve our quality of service and would appreciate any comments or suggestions you may have. A Suggestion Box is located at Reception.

We Respect Your Privacy:

All information held in your medical record is strictly confidential. It is the policy of this Practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

This policy also applies to information obtained through video surveillance.

The Practice complies with both state and federal legislation. The doctors at this Practice occasionally participate in clinical audits for quality assurance purposes. Please be assured that all information used in these audits is encrypted and remains anonymous.

Interpretation Services: If required an interpretation service is available on request – Phone: 131 450.

National Hearing Service: Deaf, hard of hearing or speech impaired visit relayservice.gov.au

COMPLAINTS

Please address all complaints to the Practice Manager in writing.

If you are still not satisfied that your complaint has been satisfactorily dealt with, you may contact:

Health Complaints Commissioner, Level 26, 570 Bourke Street, MELBOURNE 3000

Phone: 8601 5200 Free Call 1300 582 113

For further information or to fill out an online complaint form visit hcc.vic.gov.au