

We are a fully bulk billing clinic for ALL standard Medicare-eligible services (some exclusions apply, such as procedures).

Out of Hours:

For **urgent** medical attention after hours, please phone Lowndes Street Clinic on **(03) 5443 5117** for details of the **On-Call** arrangements.

**** Remember: If it is an emergency, call 000 for an Ambulance ****

Repeat Prescriptions:

Due to increasing problems with indemnity claims, all prescriptions will need to be written in consultation with a Doctor. Prescriptions CANNOT be ordered over the phone; a phone consultation can be made for prescriptions if the patient has been seen face to face in the clinic over the last 12 months.

Please book ahead for these appointments. It is the patient's responsibility to ensure they do not let their prescription/s run out as we may not be able to accommodate you with an appointment on the day.

Patient Results/Recall:

If the Doctor requires you to return for an appointment to discuss your pathology/radiology tests etc., an SMS will be sent requesting the patient to make an appointment with their doctor.

Telephone Messages:

Messages will be taken by the Medical Receptionists and relayed to the Doctor. In emergencies, please be clear and precise about the nature of the problem. In most cases an appointment will need to be made with the Doctor.

Referrals:

Referrals must be discussed with the Doctor in an appointment and **cannot be ordered over the phone**.

Transfer of Medical Records & Access to Patients Own Medical Records:

Transfer of previous records from another surgery can be arranged by completing and signing a Medical Release Form at this surgery. **All patients 12 years and over must sign the release, which must be done at this surgery.** The Medical Receptionists will arrange this for you. If you require the transfer of your medical records from this Clinic to another Medical Practice there will be an admin fee attached of \$30, for an electronic copy (CD) of your medical history, or cost of printing depending on your record size.

If a patient requests a copy of their results, letters, history, etc., they need to formally request this form from the Doctor during their consultation or through Reception staff who will then discuss this with the Doctor. Once approved by the Doctor, and the form is signed by the patient, they must then come into the Clinic and personally collect a copy of their history. Fees may apply for printing large records.

Patient Feedback:

Occasionally, patients are asked to complete a questionnaire about the practice in an endeavor to improve services. **This is voluntary and confidential and part of the process of Vocational Registration and General Practice Accreditation.** IF YOU HAVE A COMPLAINT, SUGGESTION OR A COMPLIMENT, we would like to hear from you by email or via our website. WE APPRECIATE YOUR FEEDBACK!

Practice Accreditation:

On the day of an Accreditation Survey Visit you may be asked for your consent for the surveyors to view your files. **This is voluntary and confidential.**

Interpreter Services:

Please speak to the Medical Receptionists if you need to book an interpreter for a patient's appointment.