

Appointments:

10 minutes is regarded as a standard consultation in which one problem is addressed. If you feel more time with the doctor is required, you are welcome to request a longer appointment. Inform our reception at time of booking. Please book an appointment for each family member.

Upon Arrival:

Please scan our QR Code, and inform reception of any change of address/telephone numbers.

After consultation:

You should report to reception to inform them you are leaving.

Prescriptions, referrals and Medicare certificates:

These are legal documents. We require you to make an appointment to obtain these.

Results and Reports:

Please make an appointment to obtain results and reports. You will be contacted if results require a follow up appointment.

Recalls and Reminders:

The practice has a system whereby patients are contacted for follow-ups and preventative health care activities. If patients don't require this service, please advise reception. Doctors are not able to take phone calls/respond to emails. However reception can respond to your contact. If your matter requires urgent attention, please do not email. Do not include any confidential information when emailing the clinic

Telephone Calls for Doctors :

To minimise interruption with the doctor all phone calls will be returned by the doctor as time permits.

Home Visits:

It is your doctors discretion to provide a home visit. Please phone the clinic to discuss, in most cases you will be offered a Telehealth appointment when the doctor will make a clinical decision if a home visit is required.

COMPLAINTS & FEEDBACK

Please do not hesitate to discuss any concerns you have about privacy issues relating to your health information with your Doctor.

If not satisfied you may contact:

The Federal Privacy Commissioner
GPO BOX 5218
Sydney NSW 2000

If you wish to take any other complaints further you may contact:

Office Of Health Ombudsman
133 OHO (133 646)
Mon-Fri 9-5pm
PO BOX 13281 George Street
Brisbane QLD 4003

We are interested in your suggestions and appreciate your input. If you think we are doing a great job, let us know!

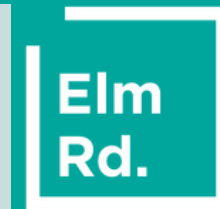
You can submit your feedback or suggestions with our Practice Manager or simply put them in our suggestion box. Periodically, patients will be asked to assist us by completing a confidential survey. You will not be required to provide a name. At any time you can provide feedback to reception.

Our full Privacy Policy can be found at: www.elmrd.com.au/privacy-policy/. Alternatively please contact the practice for a copy.

After Hours Contact:

National Home Doctors Service
After Hours Medical Care
Ph: 137425

You're Doctors after Hours Visiting Service
homedoctor.com.au



Family Clinic

Bulk Billing

Monday-Friday:
9am-5pm

Saturday : am-2pm

Sunday : Closed



medicare

Millers Junction Village
290-330 Millers Rd
Altona North VIC 3025
Ph:(03) 8676 8651 Web: Elmrd.com.au

Our Doctors

Our Services

Support Staff



Doctors of Choice

We recognise the value of every doctor/patient relationship. Every effort is made to enable you to see the doctor of your choice.

On an occasion when you are seen by another Doctor in the practice, our records support good communication to facilitate your care.

Please inform us if your matter is **URGENT**. We are trained to help you, and emergencies are assessed promptly. Please inform Reception Staff if you are nauseous, have chest pain, any other pain, difficulty breathing, distressed or in discomfort, bleeding or if a rash is present, or if you have been in an accident prior to arriving. We are trained to triage your healthcare needs and to accommodate you in the safest way possible.

**IN THE EVENT OF AN EMERGENCY
PLEASE PHONE '000' (TRIPLE ZERO)**

- A well equipped treatment room
- Family Medicine
- Antenatal Care
- Childhood immunisation
- Flu Vaccinations/COVID-19 Vaccinations
- Travel Vaccinations
- Drivers License Medicals
- Medicals (Pre-employment/Insurance)
- Electrocardiograms (ECG)
- Respiratory Function Tests (Lungs)
- Minor Surgical Procedures
- Wheel Chair Available
- Child Health Checks
- Skin/Mole Checks
- Weight Management
- Iron Infusions
- Diabetic care
- Implanon Insertion/removal
- Allied Health
- Women's & Men's Health
- On site pathology

BILLING POLICY: All Children under the age of 16 will be Bulkbilled. Pensioner and Health Care Card Holders may be bulkbilled under the Dr's degression only. All Care Plans, Health Assessments, recalls, results, Telehealth and vaccines will be Bulk billed. Our practice has a fee of \$40 for patients that DO NOT cancel their appointment without prior notice

