

Patient Feedback

How does your practice handle patient feedback and complaints??

It must be stated in your brochure that if your patient remains dissatisfied then they can contact The Health Services Commission, 10th Floor, 55 Swanston Street, Melbourne.
Phone: 9655 5200

Facilities for people with a disability

List your facilities available for these people.

OPTIONAL SECTION

Emergency Telephone

Numbers

General Emergency: 000

Ambulance: 11 440

Hospitals:

Box Hill 9895 3333

Royal Children's 9345 5522

Maroondah 9871 3333

Knox 9210 7000

Poisons Information:

13 11 26

Police (D24): 11 444

Name of Medical Centre

**111 Street Road
Suburb 1111**

Telephone: 9777 1111

Fax: 9888 2222

Doctor/s:

Dr Joe Bloe MBBS

Hours:

Monday - Thursday 8am to 7pm
Friday 8am to 6pm
Saturday Morning 8am to 12 noon
Sunday Morning 10am to 1pm

After Hours:

If you are mobile: GP's After Hour*
Bellbird Hospital Consulting Suites
192 Canterbury Road, Blackburn South
Monday to Friday: 8pm to 11.30pm
Weekend/Public Hols. 12 noon to 11.30pm
Telephone: 9845 2300

House Calls

Must mention House Call arrangement and number to call.

Locum Service

Must list a contact number for 24 hour access or a Locum Service's contact details.

Special Interests (Optional)

Dr Joe Bloe

Paediatrics & Preventative Health

Available 9 sessions per week

Dr John Do

Paediatrics & Sports Medicine

Available 9 sessions per week

Appointments

Please telephone the clinic on 9777 1111 and give the receptionist your name.

When attending the clinic report to the receptionist as soon as you arrive.

Home Visits

Details that you do offer it , how you would like them to access that service etc.

Telephone Messages

Patients should be able to access their doctor via a ring back system at least.

Detail how your clinic handles patient enquires for their doctor.

Repeat Prescriptions & Re-referrals

How does your clinic handle this???

After Hours

Locum service?

Phone contact number and how to contact locum service.

Or

Doctor has after hours number listed

Charges (optional)

Charges must be list on an information sheet in the surgery waiting room (on a notice board). It also can be listed in your brochure.

Payment

How do patients pay for your services eg. EFTPOS &/or credit card?

Who is bulk-billed?

Are there exceptions for low income earners?

Code of Ethics (Optional)

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Privacy Law-Medical

Records

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. 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.