



TORQUAY

WALK-IN CLINIC

94 Geelong Road, TORQUAY 3228

p: 5264 8838 | f: 5264 8843

e: reception@torquaywalkinclinic.com.au

w: www.torquaywalkinclinic.com.au

OPEN 7 DAYS *Appointment & Walk-In based*

Mon – Fri 8.30AM – 4.30PM

Saturday 1.00PM – 4.00PM

Sunday 9.00AM – 11.00AM

For appointments and enquiries please call practice reception on 03 5264 8838. Enquiries can be lodged through reception@torquaywalkinclinic.com.au

Urgent appointments & urgent enquiries we encourage patients to disclose as much information as you feel comfortable with, to assist staff in gauging the level of urgency and ensure you are seen or attended to in an appropriate timeframe. Please forward emergency matters to 000 for ambulance.

Walk-In/On the day appointments Ideally we encourage all our patients to book more than 24 hours in advance however we understand this cannot always be the case. We try to accommodate on the day appointments where possible.

Longer consultations please advise reception staff if you would like an extended visit for a comprehensive issue or multiple issues.

Home visits are available at doctors' discretion.

Care outside normal opening hours
Our sister clinic Myers Street Medical Practice is open 7 days a week 365 days a year (8am – 10pm). You can contact our afterhours home visit service on 0474 449 943 for a charge of \$450 per consultation or present to the Geelong Hospital Emergency Department (4215 0000)
IF YOU REQUIRE URGENT MEDICAL ATTENTION PLEASE CALL AN AMBULANCE ON 000

Practice Information Sheet

Thank you for choosing Torquay Walk In Clinic. Operating since 2011. We pride ourselves on our customer service & excellent clinical outcomes and consider your health to be our priority.

Services

- General Medicine
- Maternal Health
- Weight Management
- Diabetes Care
- Onsite Pathology
- Antenatal Care
- Immunisations
- Women's Health
- Men's Health
- Insurance & Occupational Medicals
- Travel Advice and Vaccines
- Skin Cancer Checks

The Torquay Walk-In Clinic is the sister practice to The Cottage Medical Centre & Myers Street Family Medical Practice – Geelong region's largest medical practice.

Our GPs

Dr Neil Africa
Dr Daniel Walls-Langdon
Dr Simon Jong (GP Registrar)
Dr Johanna Yorke (GP Registrar)

Our Nurses

Suzanne Allen
Kylie Kaye
Pauline O'Kane

Please be advised we are a private billing practice. It is expected that all accounts are paid on the day of service. Failure to do so may result in an accounting fee.

Payments can be made in cash, EFTPOS, cheque or credit card over-the- phone.

Medicare direct rebate will save you that trip to Medicare for your refund, and it's quick! Please see reception staff for more information

Treatment room supplies including vaccines, dressings or equipment used for certain procedures may attract non-rebatable costs.

Veteran Affairs Gold Card-holders do not need to pay for medical care at this practice.

Bulk-billing is at the doctor's discretion. Generally, you will have to pay for your service as we are a private billing practice.

Missed appointments and late cancellations Please be advised you may be billed if you miss more than one appointment. If you are unable to attend, please call practice reception no less than 2 hours prior to your appointment. Late cancellations may also attract fees at the doctor's discretion.

Please turn over, more information on reverse side ☺

Patient health information Policy (Privacy & Confidentiality)

All information regarding individual patients cannot be disclosed in any form except for strictly authorised use within the patient care context at our practice or as legally directed.

Health records are kept where constant staff supervision is easily provided. Personal health information is kept out of view and is not accessible by the public.

All patient health information is considered private and confidential, and is not disclosed to family, friends, staff or others without the patient's consent. This information includes medical, residential, employment and family information. Each staff member is well-educated on privacy laws and signs a confidentiality agreement on commencement of employment.

In addition to Federal legislation, our practice also complies with State legislation. Our Practice Privacy Policy is available upon request.

Receiving and returning phone calls & emails

The best way to have an issue followed up is to make an appointment or communicate your query to reception staff, who will follow the query up promptly. We generally do not offer phone consultations. This is at the doctor's discretion. For urgent problems, communicate the level of urgency to reception staff or call 000 for ambulance.

Translation services our practice encourages patients with English language difficulties to utilise Translating and Interpreting Service National, Ph. 131 450.

Our practice encourages patients with hearing difficulties to utilise National Auslan Booking & Payment Service Ph. 1800 246 945.

We are happy to organise these services for you.

Reminder System is a system in place that generates a reminder letter for your convenience in regards to preventive care. Please advise your GP if you do not wish to be reminded.

Feedback and complaints can be lodged whenever a patient feels it necessary. Please address a letter of complaint/feedback in writing to:

**Private & Confidential
Practice Manager
Torquay Walk-In Clinic
94 Geelong Road
Torquay VIC 3228**

Health complaints of a more serious nature, i.e. privacy breaches or discrimination can be directed to:

**Health Services Commissioner
Complaints and Information
30th Floor
570 Bourke Street
Melbourne. 3000
Victoria, Australia
Telephone: (61 3) 8601 5200
Toll Free: 1800 136 066
E-mail: hsc@dhs.vic.gov.au**

General Practitioner Fees

	Private	Concession	Medicare Rebate
Standard Consultation	\$65	\$55	\$37.05
Extended Consultation	\$100	\$90	\$71.70
Afterhours Standard	\$80	\$70	\$49.00
Afterhours Extended	\$115	\$105	\$83.95

Results follow up procedure (Recalls) either the doctor, nurse or receptionist will contact you should you require urgent/non-urgent follow up. It is advised that you make a follow up appointment regardless of result outcomes, as a normal result does not necessarily mean that further investigation/discussion with your GP is not warranted.

Your health records can be accessed by yourself, provided you request a copy of your health information in writing and present photo I.D.

Please self-identify any disabilities or cultural backgrounds on New Registration Form so we can ensure you are receiving the best possible care.

