

Test results

If your doctor requests tests or refers you to a medical specialist and you want to discuss the results you will be asked to make an appointment with your doctor for the results.

No results are given out over the phone by any staff member. There are no exceptions to this.

If the doctor requires you to make an appointment the reception staff will contact you.

Reminder system

Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate.

Communication services

The clinic is able to arrange free telephone or in-person interpreters through the Translating and Interpreting Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

Patient feedback

Our practice seeks patient feedback on their experiences with our practice to support quality improvement activities.

Despite the best intentions, complaints may arise. Please direct any feedback to our Practice Manager, in person, by phone or in writing and we will endeavour to respond promptly and effectively.

If you feel our practice has not properly dealt with your complaint, you may contact:
Health Complaints Commissioner - 1300 582 113
Level 26, 570 Bourke Street, Melbourne, 3000

PRACTITIONERS

Dr Neha Gupta

Dr Daniel Harbison

Dr Eleanor Lazarus

Dr Nicole Lowe

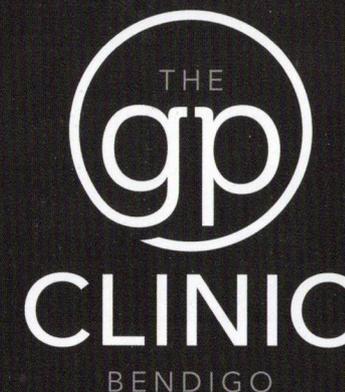
Dr Ashwini Supperamohan

Dr Erica Penno

Dr Rachael Sheridan

Dr Sarah Lloyd

- Women's Health
- Men's Health
- Paediatric care
- Aged care
- Complex care
- Removal of skin lesions
- Skin checks
- Implanon insertion and removal
- Chronic care management
- Immunisations
- Mental Health
- Contraception
- Palliative care
- Minor surgical procedures
- Medical care for acute issues



CLINIC OPENING HOURS

Monday	8.30am - 5.00pm
Tuesday	8.30am - 5.00pm
Wednesday	8.30am - 5.00pm
Thursday	8.30am - 5.00pm
Friday	8.30am - 5.00pm

81 Lucan Street, Bendigo, 3550

Telephone: (03) 5409 2059

Facsimile: (03) 5409 2058

www.thegpclinic.com.au

Fee policy

Please note that The GP Clinic is a private billing clinic therefore most patients will have to pay an out of pocket cost for the consultation.

We use Medicare online, so the full fee is payable on the day of your visit and the rebate from Medicare will generally be deposited into your bank account the next business day.

We offer a reduced fee for concession card holders and children under 17 years.

There will be no out of pocket fee payable for children 6 years and under and DVA card holders.

A list of fees is available on our website at <https://thegpclinic.com.au> or please speak to reception.

Please ask for our Fees List.

Fees for the removal of lesions, such as moles, suspected melanomas and skin tags may be subject to the return of histology results and will vary dependent on the removal site and the size of the lesion. Additional costs may also be incurred for treatment room consumables such as bandages and dressings. These items cannot be claimed through Medicare. If you have any questions, please discuss this with our reception staff.

After hours arrangements

If you require **urgent** medical attention outside of our business hours please:

Call 000 in an emergency.

Attend the Bendigo Health Emergency Department located on Drought Street, Bendigo.

Please call the clinic on 03 5409 2059 and listen to the message.

Appointments

Booking appointments with our general practitioners or nurse can be made in person or over the phone. Our standard appointment time is 15 minutes.

To help with the smooth running of the practice, you will also be asked some questions about your appointment to try to get the best-timed appointment for you.

We understand you may not want to inform the receptionist of your private appointment requirements, but we ask if you have more than one thing to discuss or have something complex then you should book a **longer appointment**. All mental health appointments should be a long appointment.

If you want a lesion removed, this should have been seen and assessed by the doctor in a prior consultation.

Appointments are required for specialist referrals and prescriptions.

Our reception staff will make every effort to find an appointment time if you urgently need to be seen.

Arrangements for Walk In Patients

Registered patients requesting to see a GP as a walk in will be triaged by the team. Only patients triaged as needing immediate care will be accommodated without appointments. Patients with non-urgent health conditions will be offered the next available appointment.

Anyone who presents requiring urgent medical attention will be seen.

Telephone and Telehealth appointments

Telephone and Telehealth appointments are available.

Waiting times

We try our best to run as close to time as possible, however, some people may be more unwell than they thought on booking their appointment and may need more time than they had booked for.

Occasionally, our general practitioners may be called by another doctor to help with an emergency.

We are happy for you to contact our clinic prior to your appointment to check if the doctor is on time. Booking the correct appointment time allows our doctors to run close to time and reduce delays.

Home visits

Home visits may be offered to patients who are unable to attend the practice where such visits are safe and reasonable and at the doctors discretion.

Communication policy

Our patients may leave messages for our general practitioners.

As our GP's are usually fully booked it maybe 2-3 days before the doctor returns your call.

We encourage patients to discuss urgent messages with reception to see if an earlier appointment time can be arranged.

We do not generally communicate with patients via email or fax. Please contact the clinic via telephone for an appointment or any queries.

Personal health information

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

A copy of the Privacy Policy is available at reception.