




# Patient Information

EXPERIENCE A  
***new era***  
OF HEALTHCARE

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*“Our mission is to be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities.”*

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## Welcome to TLC Primary Care

Our medical centre is dedicated to providing you and your family with personalised, professional, quality healthcare across a wide range of medical and allied health services. We have a team of dedicated and friendly staff who will be pleased to assist you with your healthcare needs. Our purpose built facilities enable our team to provide you with quality care in modern and comfortable surroundings.

### **Opening hours**

Our medical centre is open from 9:00am to 5:00pm Monday to Friday. Appointments are required to see our medical professionals; we cannot accommodate walk-ins.

If you require medical care when our centre is closed please call the National Home Doctor Service on **13 74 25**.

# Billing

TLC Primary Care is a mixed billing medical centre so fees will be charged at the discretion of your treating general practitioner.

If you have registered your bank details with Medicare we can submit your claim for you on the spot and your refund will be deposited into your account. In order to submit your claim to Medicare directly we require you to present a valid Medicare Card at each appointment. If you hold a DVA Card, Centrelink Card or Pensioner Card please also bring it with you to each appointment.

There may be additional fees for some procedures and consumables such as plaster and dressings.

Our policy is that payments are to be made on the day of the consultation. Accepted payment methods include credit card and EFTPOS.

A copy of our fee structure is available at reception.

## Appointments

Appointments are required to see our medical professionals; to make an appointment please call **03 5297 3900** during opening hours.

If you require after hours assistance please call the National Home Doctor Service on **13 74 25**.

Our general practitioners are available for 20 minute appointments to cover a single medical complaint. If you wish to discuss several medical conditions, or if the matter is urgent, please advise our receptionist when making your booking as you may require a longer appointment.

Please also advise the receptionist if you have received a letter from your general practitioner or nurse and the contents of the letter; they will then allocate an appropriate appointment.

From time to time you may be given some forms to complete or information about our medical centre. If you need help with any of the written information that we provide to you, please ask the person at reception who will be happy to assist.

### Cancellations

It is important that you let us know as soon as you are aware that you cannot attend your appointment. There may be other patients waiting for an urgent appointment.

### Emergencies

In the case of an EMERGENCY, patients should dial **000** for an ambulance.

### Home visits

Home visits are available to regular patients during surgery hours within the local area. These visits should be organised 1-2 days in advance and will require the approval of your general



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practitioner. Additional charges may apply to home visits.

#### **Prescriptions & medication**

Repeat prescriptions cannot be provided without a review of your condition. Drugs of addiction are not kept on our premises.

#### **Telephone calls**

Our general practitioners and nurses can only be contacted by phone during surgery hours in an emergency;

otherwise we will ask you to leave a message and they will return your call when they are able.

If you need to speak to a general practitioner or nurse about an urgent matter medical problem, please explain this clearly to the receptionist. If your general practitioner or nurse is not immediately available the call may be transferred to another member of our team who is able to assist you.

### **Test results**

You will be required to see your general practitioner to receive your test results. Our staff are not permitted to give test results over the telephone.

### **Care for non-English speaking patients**

If you do not speak English you are encouraged to request access to a telephone interpreter service (TIS) during your appointment. This service is provided free of charge and can be arranged by our receptionist.

## **Patient rights & responsibilities**

TLC Primary Care believes that patients should be treated with respect, dignity and courtesy.

TLC Primary Care believes that patients have the right to:

- considerate and respectful support and service of the highest standard
- adequate information to enable them to make an informed choice about participation in services or programs
- self determination, that is, the right to make their own decisions and to work out their own problems
- expect that information recorded by TLC Primary Care about them will be handled in accordance with

TLC Primary Care's policies and procedures

- access information contained in their clinical record file, except where this is expressly prohibited by law from being disclosed
- an appropriate level of support and assistance when being referred to another service and/or exiting a TLC Primary Care service or program
- voice their concerns, grievances and complaints about the support and service delivery they are receiving

TLC Primary Care believes that clients have the responsibility to:

- respect the rights, opinions and needs of others involved in TLC Primary Care services and programs
- accept the consequences of their own informed decisions

## **Privacy & confidentiality**

### **SMS reminders**

You will be sent an SMS reminding you of the date and time of your appointment the day before and the morning of your appointment. Please inform us if you wish to decline this service.

### **Email correspondence**

Emails are only for general communication



and not for urgent or emergency communication, your emails will be acted upon within a 24 hour period.

### **Medical records**

We operate a computer based medical record system. If you want to obtain information from your medical records please enquire at reception.

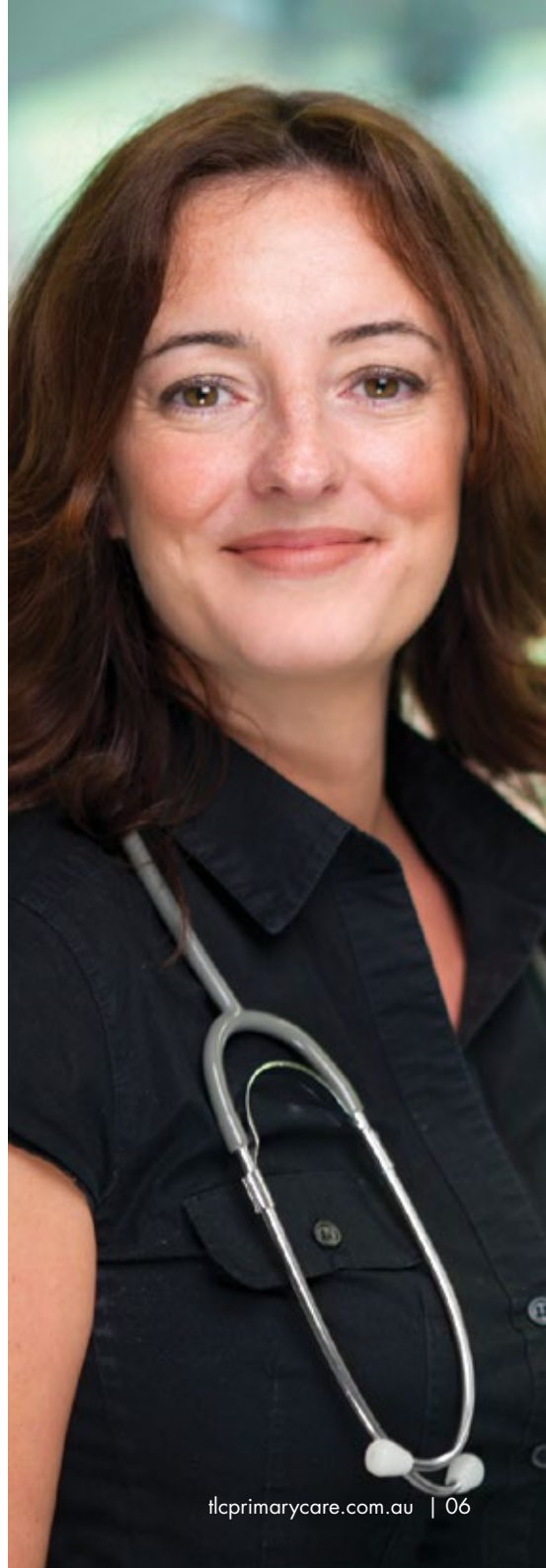
Please advise our receptionist should any of your personal details, address, phone number or circumstances change. Your Medicare Card, Health Care Card, Pension Card and other entitlements must be valid and up to date.

Your medical record is a confidential document. It is the policy of this centre to maintain security of health information at all times, and to ensure that this information is accessible only by authorised staff members.

### **Reminders & information**

As part of our commitment to preventative care we may issue you with recalls, reminders and/or information by email, letter or SMS. Please inform us if you wish to decline this service.

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## Compliments & complaints

At TLC Primary Care we strive to provide quality care at all times. If you have a suggestion for improvement, compliment or complaint please ask our receptionist for a feedback form.

If you are not satisfied with the outcome of your feedback or complaint you can also contact:

**General Manager  
TLC Primary Care  
PO Box 6740  
Melbourne VIC 3004  
Phone 132 TLC**

If you are still not satisfied with the outcome of your feedback or complaint you can opt to have it heard externally by contacting:

**Health Services Commissioner  
26th Floor, 570 Bourke Street  
Melbourne VIC 3000  
Phone 1300 582 113**

From time to time we may invite you to complete a confidential patient satisfaction survey regarding numerous aspects of this centre, and hope you will be able to assist us in this.

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235 High Street  
Belmont VIC 3216  
Phone 03 5297 3900  
Fax 03 5297 3999

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