

## Booking Appointments

For online bookings go to

- 1- our website **www.eastroadmedical.com.au** and follow the link.
- 2- For phone bookings please call us on **9206 3000** between 8.00 am -5.00 pm Monday to Friday and 9.00am - 1pm on Saturday.
- 3- Online via **HotDoc or HealthEngine**

For appointments outside of these times, please contact Perth After Hours Medical Service on 1300 030 030.

Our **standard appointments** are generally 10 minutes, or 20 minutes for a new patient. If you feel this will not be adequate time to discuss with the doctor, please inform our reception staff when booking your appointment. Any information provided regarding the nature of your appointment, whether it be for injury, travel or pre-employment assessments will help us allocate the right amount of time for your appointment.

We offer **Tele-Health appointments** to our **existing patients only**. Regulations prohibit us from allocating Tele- Health appointments to new patient's

If you **Walk-in to the surgery** without an appointment we will try our best to accommodate you, however we cannot guarantee there will not be a wait time.

## Registration

We require all new patients to complete a registration and consent form,

1- New patients booking online will be able to complete the Registration online.

2- or can Register when you attend the practice

3- To comply with new COVID regulations, **PRE-CONSULTATION FORMS** will be sent to patients booked. These are not compulsory.

This information is kept confidential. For more information, please refer to our consent form or speak to our reception staff.

## Our Values

Your health and welfare are always our first priority, which is why we enforce bulk billing. We have multiple services under one roof including GP services, pathology, Chiropractor and COVID test clinic to make life easier for you. Please check on the website for all our services.

## Excellence

We aim to provide the highest level of care to our patients.

We always perform our duties efficiently, without compromising on quality.

## Environment

We aim to make our practice approachable and welcoming for all patients and staff, while maintaining a professional feel.

## Respect

We ask that all administration staff, doctors, nurses and patients are to be treated fairly and respected.



# 9206 3000

21 East Road, Hocking WA 6065

P: 9206 3000 F: 9206 3966

[www.eastroadmedical.com.au](http://www.eastroadmedical.com.au)

FB – East Road Medical Centre

Email – [info@eastroadmedical.com.au](mailto:info@eastroadmedical.com.au)

Monday - 8.00am – 5.00pm

Tuesday – 8.00am – 6.00pm

Wednesday – 8.00am – 5.00pm

Thursday – 9.00am – 6.00pm

Friday 8.00am – 4.00pm

Saturday - 9.00am-1.00pm

(GP availability - Check website)

Chiropractor availability - Check with reception

For medical attention outside of these hours,  
please contact **Dial A Doctor**

**1300 030 030**

Online Bookings available at



**Pathology on-site**

Any abuse towards staff will not be tolerated and police will be involved.

### **Honesty and Integrity**

We maintain the highest ethical and legal standards in the medical industry

We recognize and acknowledge any errors we may make, and vow to learn from them in the future.

### **Community Support**

We actively promote healthcare awareness and implement prevention strategies

### **Fees and Billings**

Our practice is a bulk-billed clinic. All consultations will be bulk-billed to Medicare for eligible card holders. **Please bring your Medicare card** to your first appointment and any time you update your Medicare card.

Patients without Medicare will be required to pay a private consultation fee.

Some services are not covered by Medicare and will incur additional charges, this includes but is not limited to treatment room procedures. For more information, please ask our reception staff for a copy of our additional fee policy.

### **Health Information Collection and Use**

All personal health information recorded by your doctor is kept completely confidential. Full details of our privacy policy including third party disclosure and patient access to personal health information can be requested from our reception staff.

### **Personal Health Records**

If you would like your records transferred to another practice, a health summary will be released at your request. There will be an administrative charge for comprehensive records to be sent.

If you would like your records transferred to our practice from another surgery, our reception staff can assist you.

If you wish to obtain your own personal health records, we must receive a request in writing and sight your photo ID.

There may be an administrative charge depending on the amount of information requested.

### **Cancellations/Late Appointments**

Please provide a minimum of 3 hours' notice if you are unable to attend your appointment so that we can reallocate the appointment.

Please inform our reception staff if you are running late to an appointment so other patient's waiting times do not become compromised.

If three appointments are missed without adequately informing our reception staff a non-cancellation charge of \$10 will apply. If this fee is not paid and another appointment is missed, a \$20 charge will apply.

### **Communication Policy**

We respect each individual's right to have undivided time with the doctor during their consultation. For this reason, our doctors do not receive phone calls

during consultations. If your concern is urgent, please inform the receptionist.

If you have requested or are waiting for our staff to return your phone call, please understand we try our best to return the phone call as quickly as possible, however other responsibilities may require our immediate attention.

### **Recalls and Results**

It is the responsibility of the patient to book a follow up appointment to receive results. **Results are not given over the phone.** If your results are urgent, or the doctor has requested a follow up appointment, our nurse will contact you to schedule an appointment at your earliest convenience. We don't call patients regarding normal results.

### **SMS Reminders**

Please note that we will be sending SMS reminders regarding appointments and follow up visits.

This is the only way we contact you for your follow-ups and recalls.

You will be asked for your consent when registering.

### **What to do if you receive an SMS**

You will need to follow the link and enter your information to see the health message from our practice.

### **Waiting times**

We know your time is important! As a practice Doctors are trying their best to run on time. But how ever due to the complexity of the medical problem

or due to an emergency present at the surgery  
Doctor Waiting times could change.

Please be patient as a respect to the person in  
consultation with the Doctor as, if you need more  
time than allocated with your doctor, they will  
always provide that time for you too.

### **Feedback**

If you wish to provide us with feedback, we have a  
feedback box located by the entrance in the  
reception waiting area.

1. Please write your complaint to the Practice  
Manager with all your contact details (email  
and MOB number) and hand over to the  
reception.
2. If you wish to make a formal complaint, you  
can find information at the Health and  
Disability Services Complaints Office  
(HaDSCO) website:  
[www.hadsco.wa.gov.au/complaints/health.cfm](http://www.hadsco.wa.gov.au/complaints/health.cfm)  
or you can call 6551 7600.



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