



**WARWICK RD  
MEDICAL**

## APPOINTMENT POLICY

*In the event of an emergency please call 000*

Warwick Road Medical is an appointment-based service, we do not offer walk-in appointments.

Several emergency appointments are allocated each day and offered to patients of the practice requiring urgent care. If you require priority attention, please call and speak to the reception team who will triage your request and co-ordinate an appointment as appropriate.

The WRM team works hard to ensure appropriate time is allocated for your appointment, you can assist by providing additional context when booking.

If you require vaccines, immunisations, wound care or procedural intervention your appointment will be coordinated with the practice nurse and scheduled into the treatment room.

Please discuss your needs with the reception team when you book, they are available to help you co-ordinate the most appropriate appointment. Your communication helps to prevent long delays and the need to return another day.

Your appointment is booked for you.

You must attend your appointment to be eligible for a Medicare Rebate.

Please do not send a family member to your appointment as refusal may offend.

While every effort is made to support the needs of your family, we cannot fit extra patients into an already full schedule. If you require extra time for your husband/wife/child, please speak to reception ahead of your appointment. Wherever possible we will support your request.

We thank you for your courtesy to the WRM community who have previously scheduled appointments.

We endeavour to run on time and appreciate that your time is valuable. Your co-operation with our appointment policy helps us to maintain a timely schedule and respect for the WRM community.

We thank you for your ongoing support.