



**WARWICK RD
MEDICAL**

COMMUNICATION FROM AND WITH PATIENTS

The Warwick Road Medical administrative team endeavour to coordinate appropriately scheduled appointments that meet your needs.

When calling to schedule an appointment, our team will ask some questions to determine the allocation of periphery services such as: RN time, the use of the treatment room, procedures, vaccinations and immunisations.

In addition to determining service allocation, the team is triaging your requests to provide financial disclosure and to avoid scheduling that causes delays and follow-up attendance. The team will manage your requests with dignity and discretion.

We appreciate that some appointments are personal and for discussion with your GP only, in this instance we ask for your understanding if additional appointments are required.

As a general rule, Warwick Road Medical schedules 10-minute standard appointments. You are encouraged to organise an appointment for all your medical requests such as: repeat scripts, referrals and medical certificates.

Please be aware that some appointments take longer and have explicit attendance requirements, dictated by Medicare. Medicare-supported referrals for your psychologist and/or allied health referrals under a care plan cannot be arranged in a standard appointment. To avoid the need to rebook for another time or not receive a Medicare rebate, please discuss your appointment requirements with the administrative team when you book your appointment.

The doctors do not take phone calls from the general public, please discuss your request with reception for consideration or arrange an appointment to discuss your request with your GP.



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You can book your recall appointment in the following ways:

- via the practice website www.warwickroadmedical.com.au
- via HotDoc
- via telephone - 3447 0402

Please note that we do not accept requests for appointments via email.

The practice email address can be used for general correspondence.
Please do not rely on email for urgent communication.

If your GP has sent you away with investigations such as pathology or radiology, you may be recalled to discuss the outcome of those tests.

We have a 'no news is good news' premise, however, you are encouraged to be an active participant in your health management and we recommend touching-base with the team to confirm no action is required.

This allows the opportunity to ensure all tests have been completed and nothing is left outstanding. There are occasions where we may need to follow-up on outstanding results and your participation helps identify these occurrences early. It also allows self-reflection and enables further conversations with your GP if deemed necessary.

A recall may be sent via sms or telephone call. You can edit your participation in sms communication, please let the administrative team know. If you receive a phone call or sms indicating an abnormal result or urgent recall, please arrange an appointment at your earliest convenience. Routine recalls can be scheduled at the next mutually suitable time.

Recalls of test results is an essential part of healthcare and is contingent on contemporaneous contact information. Please ensure you keep the practice informed of any changes to your contact details.

If you have an active referral to any other specialty or hospital, it is essential you also update them accordingly.