

OUR VISION

The goal of our clinic is to combine the latest in knowledge and technology with traditional family medical values to improve the health of our local community.

We aim to deliver the quality of healthcare we would want for our own family.

We pride ourselves as a Small Clinic with a Big Heart.



OPENING HOURS

Weekdays: 8:30am to 5:30pm
Weekends: Closed
Public Holidays: Closed

BOOKING APPOINTMENTS

To reduce your waiting time, it is important to make an appointment. We run an appointment system with a few spaces available on the day for urgent consultations. If you need more time for your consultation and treatment, please inform the receptionist when making your appointment.

Please note that emergencies will be dealt with promptly.

Prescriptions, referrals, medical certificates, and test results require an appointment for us to ensure you are in good health.



OUR TEAM



Dr. Ern Chang
General Practitioner



Dr. Catherine Eltringham
General Practitioner



Mr. Ben Ludbrook
Physiotherapist



Ms. Michelle Funk
Dietitian



Mr. Robbie Thorogood
Podiatrist

HOTDOC

HotDoc is third party online booking system. Partner with them by simply downloading the app and use it to book your next appointment. An SMS reminder will be sent out to you the day prior to your appointment for you to confirm.

Find more information about HotDoc here:

<https://www.hotdoc.com.au/medical-centres>

AFTER HOURS CARE

If you need to see a doctor after hours or for urgent care, please call the National Home Doctor Service on 13 74 25.

This service is available:

- Weekdays: After 6:00pm
- Saturday: After 12:00pm
- Sunday: All Day
- Public Holidays: All Day



REMINDER SYSTEM

Our doctors may include you in our reminder system for important follow-ups such as immunisation, health screening tests & preventative health checks.

You will also be sent **SMS reminders for appointments**. Please inform us if you wish not to be included in this.

TELEPHONING YOUR DOCTOR

You may contact your doctors by telephone during opening hours. Reception will pass your message to your Clinician and a response given by the end of day.

In the case of an emergency, your message will be conveyed to the appropriate clinician as soon as possible so timely advice can be provided.

CANCELLATIONS

Please let us know as soon as you are aware that you cannot attend your scheduled appointment as there may be other patients waiting for an appointment.

COST OF CONSULTATIONS

All consultations with the General Practitioners and other services are **privately billed** as per our fee schedule displayed at reception and online.

- Concession card holders are billed at a discount rate.
- Children 12 years and under are bulk billed.
- Veterans are bulk billed.



Medicare claims can be submitted electronically by reception.

All consultations with allied health providers are payable on the day. Investigations and referred services may incur an out of pocket expense. Please enquire when making the appointment with these service providers.

IMMUNISATIONS

Government-funded childhood immunisations are available at the clinic. Please make full use of the government funded service for your children's safety. Please ask your doctor about other non-government funded immunisations which may be appropriate.

INFECTIOUS DISEASES

Please let the reception know if you think you may have an infectious rash or if you have been overseas and start to develop a cough, flu-like symptoms, or diarrhea, or if you have been in contact with a person with a confirmed infectious disease.

INTERPRETING SERVICES

An interpreting service can be arranged but must be booked in advanced through TIS (Translating and interpreter services) this can be done by phone or online.

- Phone: 131 450
- Website: <https://www.tisnational.gov.au/>

For Auslan (sign language) interpreters go to: <https://www.nabs.org.au/>

FACILITIES



- ✓ On-site parking provided.
- ✓ Easy access to the clinic.
- ✓ Easy access to the rooms.
- ✓ Accessible toilet

All consultations with allied health providers are strictly by appointment and are payable on the day as per the fee schedule at reception. Investigations and referred services may incur an out of pocket expense, enquire when making the appointment with these service providers.

We have a strict no smoking policy at Family Doctors Highton.

FEEDBACK FORM

Our goal is to provide a high standard of medical care for you and your family. We welcome feedback from any person using the services provided by at this clinic. Your suggestions, remarks and thoughts are greatly appreciated.

Patient feedback forms are available on our website, in the clinic folder or may be collected from reception.

If you have any complaints, please talk to the clinic staff and we will endeavour to address your concerns.

Other avenues of formal complaint:

The Health Services Commissioner

Phone: 03 8601 5222

1800 136 066



PRIVACY & CONFIDENTIALITY

Your medical records are a confidential document. It is always the policy of this practice to maintain security of personal health information and to ensure that this information is only available to authorised member of staff.

Federal and State privacy laws ensure you access to your medical files. Please ask Reception if you require a copy of our Privacy Policy.

As such, all test results will require an appointment with your GP. Staff are not permitted to give results over the phone.

CONTACT US

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Highton 3216

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Website:
<https://familydoctorshighton.com.au/>

Connect with us online!

Facebook: Family Doctors
Highton

Instagram:
@FamilyDoctorsHighton