



# FAMILY DOCTORS HIGHTON

## 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.





FAMILY  
DOCTORS  
HIGHTON

OUR TEAM



Dr. Ern Chang  
*General Practitioner*



Dr. Catherine Eltringham  
*General Practitioner*



Mr. Ben Ludbrook  
*Physiotherapist*



Mrs. Nicki Edwards  
*Practice Nurse*



Ms. Michelle Funk  
*Dietitian*



Mr. Robbie Thorogood  
*Podiatrist*



Miss Indya Kirby  
*Podiatrist*

## HOTDOC

HotDoc is a 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 HotDocs 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

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

## FEEDBACK FORM

Our goal is to provide a high-quality medical service for you and your family. We welcome feedback from anyone attending Family Doctors Highton. Feedback forms are available in the clinic or downloadable on our website.

If, however there is anything you are unhappy with, please speak to us as soon as possible. We take our patients' feedback seriously and will address concerns raised in a timely manner.

If, for unfortunate reasons, we are unable resolve your complaint despite our best efforts, you may further escalate the matter to the Victorian Health Complaints Commissioner at <https://hcc.vic.gov.au/> or by calling 1300 582 113.



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## 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

142 Barrabool Road,  
Highton 3216

**Phone:** 5292 8474

**Fax:** 5292 8476

**Website:**

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

**Connect with us online!**

**Facebook:** Family Doctors  
Highton

**Instagram:**  
@FamilyDoctorsHighton