

Feedback

We aim to provide high-quality medical services for you and your family. And we will keep trying harder! If you have any comments as to how we can improve please let us know. We love feedback and ideas.

Patient feedback forms are available on our website or at the clinic.

However, if 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



Our Work Family

We are a boutique practice with a close knit team who genuinely enjoy working together to look after you.



Privacy and 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.

On-Site Parking Available



🏠 142 Barrabool Road, Highton, VIC 3216

✉ admin@familydoctorshighton.com.au



OUR VISION

We integrate modern medical science and technology with traditional family medicine values to deliver the quality of healthcare we would want for our own family

Opening Hours

Monday to Friday 9am to 5pm
Closed on Weekends and Public Holidays

www.familydoctorshighton.com.au

☎ 03 5292 8474



Our Practice Philosophy

“Cradle to Grave” continuity of care framework

Our Services

- Preventative Health
- Women’s Health
- Men’s Health
- Kid’s Health
- Elder Care
- Pregnancy and Antenatal care
- Skin Health
- Mental Health and Neurodivergent Care
- Immunisations and Vaccinations
- Minor Surgical Procedures
- Home Visits (for regular patients only)
- Dietetics
- Iron Infusion
- Sexual Health/ Family Planning



Nursing Support



On-Site Pathology

Appointments



You can book online using HotDoc or by calling the practice.

We run an appointment system with a few spaces available on the day for urgent consultations so you get the care you need when you need it most.

If you need more time for your consultation and treatment, please book a longer appointment.

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



13SICK NATIONAL HOME DOCTOR

After Hours Care  13 74 25

GP Fees

Standard Appointment	\$90.00
Long Appointment	\$140.00
Extended Appointment	\$190.00
Iron Infusion	\$250.00

We are proud to be AGPAL accredited



Proudly AGPAL Accredited
Our commitment to your safety and care

Reminder Service

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.

All cancellations under 24 hours may incur a fee.

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/>