

REPEAT PRESCRIPTIONS

Patients needing a repeat prescription for a regular medications have three options:

1. Make a script only appointment with your doctor. This appointment is Free (conditions apply)
2. Reception staff can request the script from your doctor which will be available to collect at Reception in 24 hours. A fee of \$15 applies.
3. Scripts can be orders on our website at www.princessparkclinic.com.au or the Hotdoc's app. Scripts can be sent directly to the Pharmacy on your behalf.

REFERRALS

Patients needing a new referral need to make a regular appointment with their Doctor.

Patients requiring a repeat referral are able to request the referral from their Doctor at a fee of \$30 (conditions apply)

DOCUMENTS AND FORMS

Often a third party will ask you to have forms filled out by your doctors e.g. Centrelink, Schools, Insurance Companies. Please make a regular appointment for completion of all forms. Normal consultation charges will apply.

Test results

At the time of ordering test, discuss with your doctor how you will be informed of your results. Doctors can SMS satisfactory results. However, if the need to discuss anything you will be asked to make a regular appointment.

Reminder system

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you a preventive health service appropriate to your care. If you do not wish to be a part of the system, please let your doctor know. Reminders are sent to patient via sms or letter.

Management of Personal Health information

Patient medical records are confidential documents. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask if you would like a copy of our privacy policy.



**PRINCESS
PARK CLINIC**
The clinic that cares about your health

172 Welsford Street | Ph **5821 9655**
Shepparton 3630 | Fax **5821 0331**

www.princessparkclinic.com.au

HotDoc App Available

ANDROID APP ON Google play | Download on the App Store

Like us on Facebook /princessparkclinic



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Practice Hours
Monday to Thursday 8.00am – 8.00pm
Friday 8.00am – 6.00pm
Saturday 9.00am – 12.00pm (Emergencies only)



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OUR VISION

Our vision is to deliver the best medical outcomes for patients and provide a superior customer service experience whilst maintaining a balanced, enjoyable working life for our staff and doctors.

URGENT APPOINTMENTS

For urgent appointments please phone the clinic as early as possible and explain details of the medical problems to the reception staff. Your condition will be assessed to determine the urgency and level of care required.

If you are experiencing financial hardship, you are welcome to discuss options with our Practice Manager. Please ask at Reception.

To avoid long waits

- Arrive on time for your appointment
- Check in at our arrival kiosk in waiting room 1
- Enquire at the desk if you have waited more than 30 mins.

APPOINTMENTS

Appointments can be made by 3 methods:

	On our website (www.princessparkclinic.com.au)
	On the Hotdoc App download on  
	Over the phone on 03 5821 9655

Missed or cancelled appointments

Please phone to cancel an appointment as early as possible. 2 hours notice is required. Failure to do so may incur a charge of \$25.00 for a standard consultation.

Home visits

Home visits are available for patients whose condition prevents them from attending the clinic. Please contact reception staff early in the day to arrange. Fees apply.

Telephone contact with Doctors

Please be aware that your Doctor will not be able to answer your call during consultation times. A detailed message can be left with reception who will email the doctor and they will get back to you when they are able to.

BILLING GUIDE

Our aim is to provide patients with a clear and consistent billing policy so that patients are fully aware of costs associated with all of our services.

The doctors and staff at Princess Park Clinic believe your health should be a priority and that is why we strive to provide a quality, 'value for money' medical service teamed with exceptional customer service

Princess Park Clinic is a Private General Practice with a private billing policy.

In order to assist our patients, Princess Park Clinic has designed a billing system that is simple, clear and provides consistent billing procedures; a system that is fair and transparent and does not require patients to pay large up-front payments for services.

An "OUT OF POCKET FEE" and then the doctor will wait for Medicare to pay the remainder of the account via 'Pay Dr Chq' Scheme.

When and how do I pay for my service?

All patients will be asked to settle their accounts on the day of service. We accept cash, and provide EFTPOS and credit card facilities.

So what will my "OUT OF POCKET" fee be and do I have to pay if I hold a Pension Card?

"OUT OF POCKET FEE" for all consultations is \$35*
Pension card holders "OUT OF POCKET FEE" is \$25*
Surgical Procedures "OUT OF POCKET FEE" is \$55-100*
(Doctors will advise patients of such costs prior to procedures)
**except for FREE consultations*
Child & Adolescent "OUT OF POCKET FEE" is \$40
Child & Adolescent Pension card Holders "OUT OF POCKET FEE" is \$30

Do I have to pay an "OUT OF POCKET" fee if I hold a Veterans' Affairs Card?

No, Princess Park Clinic will continue to bill Veterans who hold a gold card or white card (for related consultations) directly to Department of Veterans Affairs.

Will any services be free?

Yes, to make our billing procedures clear, consistent, and fair we can supply patients with a list of consultations which will continue to be FREE to patients regardless of whether they hold a concession card. These FREE services (for ALL patients) include:

- Repeat script appointments
- Immunisations completed by Practice Nurse
- Flu injection consultations
- Wound care
- INR testing and dosing
- Toenail clipping
- Weight loss consultations provided by the nurse
- Allergy /Hormone injections
- B12 injections

FEES AND ACCOUNTS

In order to assist our patients, Princess Park Clinic has designed a billing system that is simple, clear and provides consistent billing procedures: a system that is fair and transparent and does not require patient to pay large up-front payments for services. An 'OUT OF POCKET FEE' is the amount you pay for a medical service, over and above what Medicare pays. Patients at Princess Park Clinic will only be required to pay an 'OUT OF POCKET FEE' and then the doctor will wait for Medicare to the remainder of the account via 'Pay Dr Chq' Scheme.

Does the Medicare safety net apply?

Yes, if you reach the Medicare Safety Net applicable to you and your family, your out of pocket expenses will be reduced.

For further information regarding registration and thresholds, please call Medicare Australia on 132011 or visit www.medicareaustralia.gov.au.

If this applies to you, you will need to pay the full amount and claim back the medicare amount, please let reception know.

AFTER HOURS

Patients can access medical care after normal business hours in a number of ways.

1. For emergencies call **000** or go to G.V. Health Hospital in Graham Street, Shepparton.
2. National Home Doctor Service **13 SICK (7425)**

Patient Comfort

Please inform reception staff if you feel that you need to lie down, so that we can arrange a suitable room for you. We are aware that sometimes patients need a little extra care.

Feedback

Please feel free to talk to your doctor or reception staff about any problems you have with the service we provide. We are continually trying to improve our service to our patients and we encourage your feedback. We believe that most problems can be solved, however if you would like to take up your complaint with a government organisation you can contact:

Health Service Commissioner

30th. Floor, 570 Bourke Street,
Melbourne, Vic. 3000
Freecall: 1800 136 066