

BALWYN DOCTORS

Appointments: Routine appointments are made every 15 minutes. Please advise the receptionist if you require an extended appointment due to multiple medical problems or an examination for insurance, superannuation, driving medical, worker compensation, motor vehicle accident etc.

Emergency cases are treated as quickly as possibly depending on the urgency. By running on an appointment system, we try to keep waiting time to a minimum, however, delays do occur from time to time and preference is given to those with appointments. **If you are unable to attend your appointment, please call two hours prior to cancel, as a charge may apply for missed appointments.**

Also please make a separate booking for each family member to be seen.

Emergencies: If your emergency is life-threatening please dial 000.

Otherwise if your emergency is within surgery hours attend directly or telephone the practice and you will be seen as soon as possible.

Telephone Calls: A receptionist will pass a message to your doctor who will return you call at the end of his/her session to avoid interrupting consultations.

Urgent matters will be dealt with immediately by a practice nurse.

Emails: Our Practice does not transfer patient information via email unless it is encrypted.

Communication with patients via electronic means (e.g. email) is conducted with appropriate regard to the privacy and confidentiality of the patient's health information.

Please note that this Practice does not accept email requests for medical certificates, referrals & repeat prescriptions. For this reason, we discourage health providers from sending emails to us with personal information about patients, and we discourage patients from sending emails to us with their own personal information.

Scripts: All repeat prescriptions require an appointment with the doctor.

Results: Victorian and Federal Government Privacy legislation stipulates that doctors are required to abide by certain legal obligations when communicating personal health information to their patients. In line with these requirements, all patients must make a follow-up appointment to receive all test results. You will be contacted to make an appointment if a result needs to be discussed with the doctor urgently. Patients should be seen by the doctor who ordered the test to ensure continuity of care. **Our nurses will not be providing consultation over the telephone to discuss your results.**

Referrals: In accordance with Medicare your doctor will need to see you before writing a referral to a specialist in order to organise relevant medical details. It is the responsibility of your specialist to advise our doctors of your referral expiry date. **Please note we are not permitted to backdate referrals, as it is illegal.**

Privacy: Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with privacy legislation.

Locum/Afterhours Medical Service: **Urgent** After hours medical service is provided by Dr Tilak Arunachalam for further details please speak to our friendly reception team.