

PRACTICE INFORMATION SHEET

GP Clinic Opening Hours:

Wednesday 9.30am – 1pm

Thursday 1pm – 5pm

Practice Doctors

Dr Yok-Yin Lee

headspace Manager – Karen Vogel

Practice Services: *(for 12 to 25 year olds)*

- Sexual health and contraception
- Pap smears
- Physical health problems
- Preventative health care
- Alcohol and other drug use
- Relationship problems
- Mental Health Treatment Plan
- GP Management Plan

Appointments:

Please phone 9006 6500 to make an appointment or book online via our website. Every effort will be made to accommodate your preferred time and choice of practitioner. If there are no vacancies with your usual GP, you will be offered the option of seeing another doctor. Standard appointment time is 15 minutes. If you require a longer time, please book a double appointment. Longer appointments may be needed if you are a new patient, have a list of issues, have forms that need to be completed or require a minor surgical procedure. If you require communication assistance, please let a reception team member know when making your appointment.

A text reminder will be sent for all GP appointments. Given the high demand for the GP service, it is requested that you provide 3 days' notice if unable to attend an appointment. If you wish to opt out of this service, please contact a friendly member of our reception team or call us on 9006 6500.

After Hours Care:

We promote the use of DoctorDoctor for all after hours care. This service is available outside of normal business hours. Weekdays from 6pm to 8am, Weekends from 12noon to 8am Monday morning, Public Holidays –
All hours Phone: 13 26 60. For emergencies dial '000' immediately.

Reminder System:

Our practice is committed to providing a continuing care and preventative care. We operate a reminder system for preventative health services. If you do not wish to be part of this system, please advise a reception team member.

headspace Hawthorn
Level 1, 360 Burwood Road, Hawthorn VIC 3122
Ph: (03) 9006 6500
Fax: (03) 9815 0818
enquiries@headspacehawthorn.org.au

Our Fees:

headspace Hawthorn is a bulk billing clinic. All clients with a valid Medicare card will be bulk billed for their appointment. International students, or clients with no Medicare, will be privately billed. We are able to claim directly through private health insurance where required.

Telephone Calls, Emails and Communication:

The best way to have an issue followed up is to make an appointment or communicate with a reception team member, who will follow up your query promptly. You may contact your doctor by phone during normal opening hours. The receptionist will take your call initially and relay your request to the doctor when they are next in the clinic. The doctor will return your call at their earliest convenience, usually within 24 hours. For urgent problems, communicate your level of urgency to the reception team member or call 000 for ambulance.

Test Results:

Discussion of test results is best done at a follow up appointment with your doctor. If you have been referred for a test, please ensure you contact us for the result within two to three days. Urgent test results are usually available within 24 hours. Results will not be provided over the telephone or via email.

Management of your Health Information:

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

Feedback and Complaints:

Your feedback is important to us and we take all suggestions and complaints seriously. If there is any part of the service we have provided you, that you are not happy with, we would appreciate your comments and/or suggestions. Your Doctor, reception team and the Practice Manager are available to discuss any concerns you may have. Alternatively, *Feedback Forms* are available in the waiting room to complete at your discretion.

Should you wish to take your complaints further, please contact: Health Complaints Commissioner, Monday to Friday, 9am – 5pm on telephone number; 1300 582 113.