



Turn The Corner – Practice Information Sheet.

Updated Aug 2020.

1. Our practice address and telephone number

Find us at 409 High Street, Northcote, VIC 3070 – across the road from our original premises. There is some time-limited parking on Elm Street, otherwise Northcote Plaza shopping centre is just a block away.

Phone us on 1300 557 502.

2. Our consulting hours and arrangements for care outside our practice's normal opening hours.

Our consulting hours are generally weekdays and Saturday mornings. We close on Sundays, Public Holidays, and for a few days over the Christmas/New Year period. Periodically we might extend consulting hours into Saturday afternoon, or into a weekday evening.

We maintain our up-to-date opening hours on Google (simply search "turn the corner northcote"). If you phone us on 1300 557 502, and you get our after-hours message, then we are currently closed.

If you need care outside our practice's normal opening hours;

- In a medical emergency situation, please call 000 or attend your local Emergency Department.
- Otherwise call our after-hours number, 0458 487 150.

3. Our practice's billing principles

In order to provide the quality of care that our clients expect, and we wish to provide, Turn The Corner Medical Clinic is a private billing practice. There will generally be a fee payable to the Clinic, over and above any Medicare rebate that you might be eligible to receive.

- For In-clinic appointments: We accept all major credit and debit cards; we do not accept cash or cheques. Medicare rebates are processed instantly onto a debit card using our Tyro terminal.
- For Telehealth appointments: As part of the booking process we will provide a fee estimate, and you will be asked to provide credit card details. We will charge the card after your appointment with a fee based on the length and type of appointment, and you will receive your Medicare rebate via EFT to your Medicare-nominated bank account, usually within a couple of days.

Standard appointments are 15 minutes, but for more complicated issues (e.g. mental health, pregnancy consult), or multiple issues, or if you are a new adult or baby client, please book a 30-minute appointment to allow proper time. If we don't need the time, you won't be billed for it. New child clients would usually need only a 15-minute appointment.



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We provide pathology results electronically at no charge should a follow-up consultation not be required.

4. Our practice's communication policy

We welcome patient communication via phone (1300 557 502) or email (reception@turnthecorner.com.au). All communication with patients is conducted with appropriate regard to privacy. We endeavour to respond to email or voicemail messages on the same business day or, failing that, the next business day.

We welcome communication with other health professionals via Argus or HealthLink or failing both of those, fax. Our fax number is +613 9068 5249.

5. Our practice's policy for the management of patient health information

Our principal concern is and always will be the health of clients who visit our practice. A high level of trust and confidentiality is required to ensure the confidence of the clients we serve.

Clients will be assured that:

- their privacy will be protected when visiting the Clinic,
- the information collected and retained in our records is correct and up-to-date, and
- that they can access their information for review.

Further information is available here, <https://www.turnthecorner.com.au/privacy-policy/>.

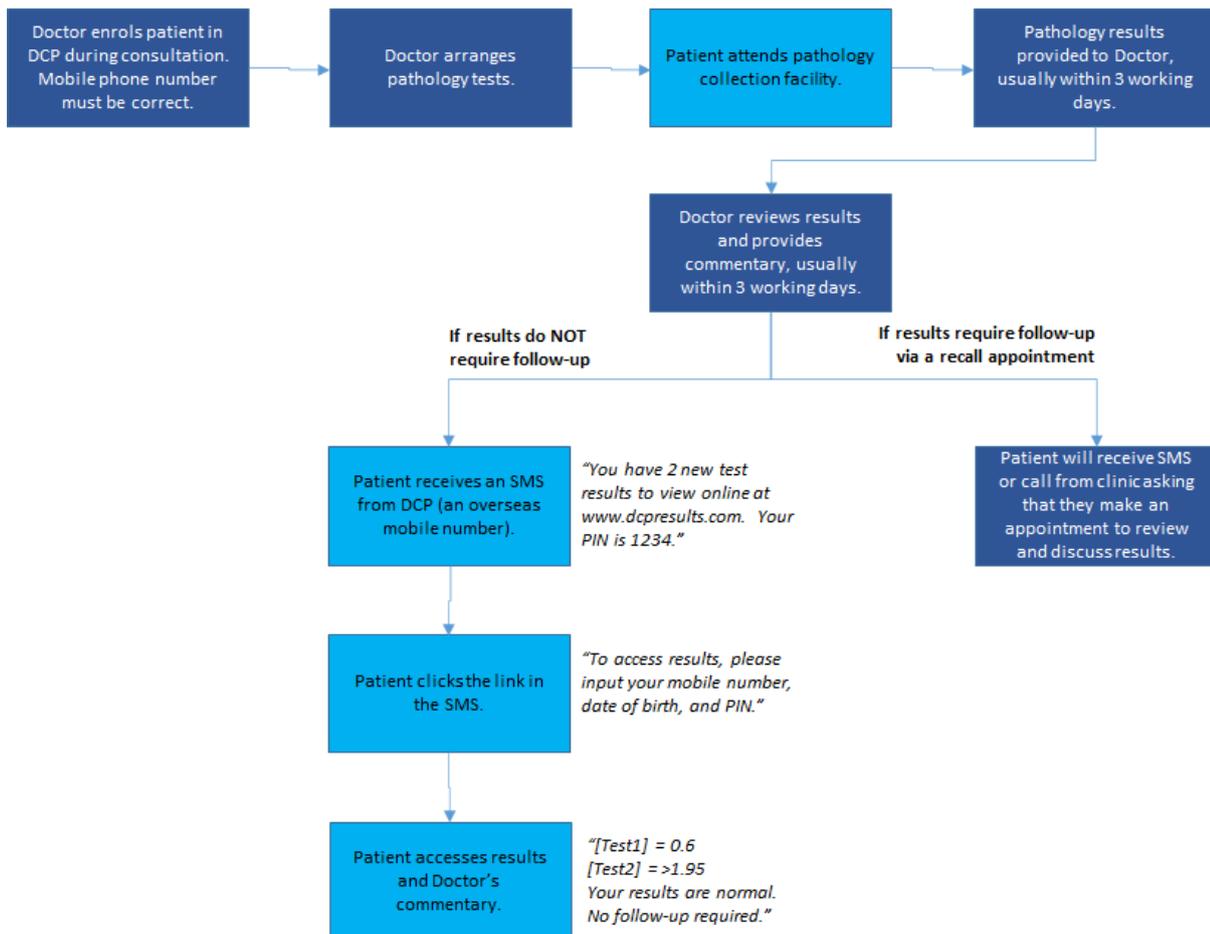


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6. Our practice's process for the follow up of results

The flowchart below explains the process we use to manage pathology results, as well as expected timescales. DCP is the software tool we use to share results securely with patients. In summary, it would normally take about a week between having pathology tests done and your doctor either making the results available to you online or recalling you for a follow-up appointment.



7. How to provide feedback or make a complaint

To provide feedback or make a complaint to us, please email the Practice Manager at pm@turnthecorner.com.au, or call 1300 557 502 and ask to speak to them or one of the Practice Principals.

To make a complaint about us to the Victorian Health Complaints Commissioner, please visit <https://hcc.vic.gov.au/public>.

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