



Alex Avenue Medical Centre – Patient Information

1. Welcome

Welcome to Alex Avenue Medical Centre, a bulk-billing general practice with experienced female and male doctors dedicated to providing high-quality healthcare.

Our practice is open five days a week (Monday to Friday) and offers both pre-booked appointments and walk-in consultations for urgent medical needs.

For your convenience, we also provide onsite pathology collection and allied health services, including Physiotherapy, Dietetics, Podiatry, and Psychology.

2. Appointments

In-Person Appointments

Appointments are available to help minimise waiting times for our patients. While we will make every effort to accommodate your preferred doctor and appointment time, this may not always be possible.

A standard consultation is 15 minutes. If you believe you may require additional time, have multiple health concerns to discuss, or if more than one family member requires an appointment, please request a long or double appointment when booking.

Walk-in patients are welcome; however, priority is given to patients with pre-booked appointments. Patients presenting with urgent or potentially life-threatening conditions will always receive immediate priority.

If you are unable to attend your appointment, please notify our reception team as soon as possible so we can cancel or reschedule your booking.

Telehealth Appointments

Telehealth consultations are available for eligible patients who have attended a face-to-face consultation at our practice within the previous 12 months, in accordance with current Medicare requirements.

If you would like to book a telehealth appointment, please advise our reception staff when making your booking.



Online Booking System - [Online Booking](#)

We encourage patients to use our online booking system whenever possible. Online bookings are quick, convenient, and help reduce telephone waiting times, allowing us to provide a more efficient service for everyone.

Running Late

Our doctors occasionally run behind schedule due to emergency situations, complex consultations, or unexpected delays. We appreciate your patience and sincerely apologise for any inconvenience.

If you are running late for your appointment, please contact our reception team as soon as possible. We will do our best to accommodate you; however, if you arrive significantly late, you may be asked to reschedule your appointment.

3. Fees and Billing

Bulk Billing

Alex Avenue Medical Centre proudly offers bulk billing for all Medicare-eligible consultations and procedures for patients who hold a valid Medicare card. This means there is no out-of-pocket cost for eligible consultations.

Private Fees

Patients who do not hold a valid Medicare card, or those attending privately billed consultations, will be charged according to the type and duration of the consultation. We also accept selected private health funds for eligible services. Please note that gap fees may apply.

If you have any questions regarding our fees, please speak with your doctor or a member of our reception team.

- **Consultation Fees Schedule (Patients Without a Valid Medicare Card)**

- Standard Consultation – \$80
- Long Consultation – \$120

- **Other Service Fees**

- Iron Infusion – \$200



4. Test Results, Prescriptions and Referrals

To discuss the results of any tests or procedures, please book a follow-up appointment with your GP. Consultation fees may apply where applicable.

Repeat prescriptions and specialist referrals also require an appointment with your doctor. This allows your GP to review your current health, medications, and ongoing care to ensure your treatment remains safe and appropriate.

Collecting Documents

For privacy and security reasons, photo identification is required when collecting patient documents or information from reception.

If you would like a family member or friend to collect documents on your behalf, please notify our reception staff in advance and provide the name of the authorised person. This helps us comply with privacy legislation and protects your personal health information.

5. Interpreter Services

Telephone interpreter services are available for patients who require language assistance.

As interpreters need to be arranged in advance, please advise our reception staff when booking your appointment if you require this service.

6. Medical Records

If you wish to transfer your medical records from another medical practice to Alex Avenue Medical Centre, our reception staff will be pleased to assist you.

Please note that many medical practices charge an administration fee to prepare and transfer medical records.

A fee of \$60.00 plus GST per person applies when electronic transferring medical records from Alex Avenue Medical Centre to another practice.



7. Email Communication

To protect your privacy and ensure appropriate clinical care, medical consultations cannot be conducted via email.

If you have a medical concern or require clinical advice, please book an appointment online or contact the practice by telephone.

8. Keeping Your Personal Details Up to Date

Please notify our reception staff promptly if any of the following details change:

- Name
- Residential address
- Telephone number
- Medicare card details
- Pension card details
- Health Care Card details

Keeping your personal information current helps us provide safe, accurate, and efficient healthcare.

9. Confidentiality and Privacy

Confidentiality

Your medical record is confidential.

Alex Avenue Medical Centre is committed to protecting your personal and health information by maintaining strict privacy and security standards. Your information is accessible only to authorised staff and healthcare providers involved in your care and is managed in accordance with applicable privacy legislation.

Privacy Policy

Alex Avenue Medical Centre complies with all applicable Commonwealth and State privacy legislation.

Your personal and health information is stored securely and will only be used or disclosed with your consent or where required or authorised by law.

For a copy of our Privacy Policy or further information, please contact the practice.



10. Feedback and Complaints

Feedback

Alex Avenue Medical Centre is committed to continually improving the quality of our healthcare services.

We welcome your feedback, suggestions, and comments. If you have ideas on how we can improve our services or facilities, please contact our Practice Manager via email at info@alexavenuemedical.com.au

Complaints

We are committed to providing high-quality care and value the opportunity to address any concerns you may have.

If you have concerns regarding your care or your experience at our practice, we encourage you to discuss them with your GP or our Practice Manager. We will make every effort to resolve your concerns promptly, fairly, and respectfully.

If you believe your concerns have not been adequately resolved, you may contact the Health Care Complaints Commission on 1800 043 159.