



Nisa Medical

Our Policies and Procedure

Appointments

Appointments can either be booked via our website using HotDoc or by calling the clinic on (03) 8339 2787. Consultations will be face to face, however depending on your situation and according to regulations video or telephone consultations may be available.

To help us to schedule appropriately we ask that you kindly let us know at the time of booking if you need a longer appointment, (eg; insurance medicals, post-natal checks, excisions, care plans, more than 1 family member to be seen)

Appointment/Consultation Fees

Patients with a valid Medicare care card will be bulk billed. We ask that you bring your Medicare card and any other concession cards with you to your appointment.

For patients without Medicare the following fees will apply:

- Standard: 15 minutes \$40
- Long: 30 minutes \$80
- Extended: more than 30 minutes \$130

Choosing your Doctor

We endeavour to offer you appointments with the doctor of your choice, as we understand this has the best outcome for our patients. However, this is not always practical due to availability of doctors.

New Patients

All new patients must register prior their initial appointment. Registration can be done via our website or via paper in clinic. Online registration is preferred where possible.

Depending on the situation patients may be asked to complete a permission to transfer health information form; if records are required from another health professional.

Cancellation

We kindly request that you give at least 2 hours' notice for cancellation of appointments or non-attendance. Failure to do so will incur a \$20 out of pocket fee.

Complaints

Should you have a complaint, please kindly complete the online form available at:

https://nisamedical.formstack.com/forms/complaint_form

or alternatively in writing to;
Attn: Practice Manager
Nisa Medical
50 Arena Ave, Roxburgh Park 3064

Privacy

Nisa Medical is committed to protecting the personal information we receive. We have a strong commitment to maintaining the security and integrity of personal information within our care. Nisa Medical takes active steps to comply with applicable legislative obligations relevant to Privacy.

Communication

Our practice uses a reminder system to help maintain your health. The practice will send reminders via SMS, post and telephone. Reminders will be sent for a number of reasons such as, vaccinations, cervical screening, health checks and care plans.

Nisa Medical will request a summary of relevant health information from other organisations and may also share health information with relevant health providers in order to provide you with quality health care.

Investigations

Many investigations can be done within the clinic. If required, we can arrange for these for you.

Procedures

Minor procedures can be performed by our Doctors. These generally require an extended appointment. Please kindly let our reception staff know when making the appointment.

Equipment

We use single use sterile equipment for procedures.

Home Visits

We can provide home visits to our registered patients, at the Doctors' discretion.

Test Results

We ask that you book an appointment for results. The clinic will contact you via SMS or telephone to organise and appointment for follow up of results. If you prefer to book at the time of test, please speak to our reception staff for a rough estimate of when the results will be in and when to book the appointment.

Accreditation

We are an AGPAL accredited clinic. This ensures ongoing quality care for our patients. We strive to meet and exceed the expectation of The Royal Australian College of General Practitioners.