



# 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**

Nisa Medical is a mixed billing clinic. There is an out of pocket fee for consultations. It is expected that patients pay the gap fee at the time of their appointment. For patients without Medicare the full fee will need to be paid at time of consultation.

Out of Pocket fees will be charged for procedures. Please speak to our reception staff for details.

### **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 24 hours' notice for cancellation of appointments or nonattendance. Failure to do so will incur a \$25 out of pocket fee, long appointments and weekend appointments missed will incur a \$50 out of pocket fee.

### **Complaints**

Should you have a complaint, please kindly contact our Practice manager via the details below

Attn: Practice Manager

Nisa Medical

50 Arena Ave, Roxburgh Park 3064 [pm@nisamedical.com.au](mailto:pm@nisamedical.com.au)

OR

Please visit the URL below

<https://nisamedical.com.au/customer-complaint-form/>

### **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**

Nisa Medical uses both single use and re-useable equipment. We sterilise our own equipment on site.

### **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 an 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.