

## FEEDBACK

Your feedback is important to us. The La Trobe University Medical Centre provides a Feedback Form and envelope in the waiting area for patients to complete if they wish to advise of a compliment or complaint.

These may remain anonymous and can be returned by mail or handed to reception in a sealed envelope.

Alternatively, you can access and submit this form online at [www.lchs.com.au/contact-us](http://www.lchs.com.au/contact-us)

If you are not satisfied with the response to a complaint, you may contact the Health Services Commissioner.

Health Services Commissioner  
26th Floor, 570 Bourke Street  
Melbourne 3000  
Telephone: 1800 136 066

## CONTACT US

Our team is happy to help with queries and questions and to book an appointment.

## LOCATION

La Trobe University Medical Centre – GP Clinic  
Cnr Kingsbury Drive and Plenty Road  
Bundoora 3083

## CLINIC OPENING HOURS

Monday-Friday 8.30am-5pm

You can book an appointment online  
at <http://bit.ly/lumc-dr>

E [lumc.gpclinic@lchs.com.au](mailto:lumc.gpclinic@lchs.com.au)

T 9473 8885



# GP CLINIC

## GENERAL MEDICAL SERVICES

Managed by Latrobe Community Health Service



## SERVICES AVAILABLE

The La Trobe University Medical Centre – GP Clinic provides fully confidential, professional medical services to students, staff and the public in the Melbourne CBD.

In addition to general medical services, other services provided include:

- Contraception, sexual health and pap smears
- Prescriptions
- Health checks
- Immunisations and travel vaccinations
- Mental health
- Health education and promotion
- Women's, men's and family health
- Clinic Nursing Services
- Driving and Taxi Medicals

Longer consultations with the doctor are available on request.

## FEES

The Medical Centre offers a bulk-billing service to all students, children under 16 yrs and Concession card holders.

A practice fee may apply for other patients or for consultations not eligible for a Medicare rebate.

International students with valid Overseas Student Health Cover (OSHC) card can also use this service at no additional cost.

All accounts need to be settled at the time of consultation and payment can be made by cash, credit or Eftpos card.

## PRIVACY AND CONFIDENTIALITY

Your medical record is a confidential document. It is a policy of the Medical Centre to maintain the security of your personal health information at all times and to ensure that it is only available to authorised staff members.

Access to your medical record can be obtained by completing a Medical Records Request Form available from reception.

## HOME VISITS

Home visits are available for regular patients of the practice if you live within a one kilometre radius and are unable to attend the clinic.

## AFTER HOURS

An after-hours GP Locum Service is available on 137 425. Fees may apply for home visits.

In the case of an emergency or life-threatening situation after hours, you should phone 000 or attend:

### Austin Hospital

03 9496 5000, 145 Studley Road, Heidelberg 3084

### Northern Hospital

03 8405 8000, 185 Cooper St, Epping 3076

## PRACTICE HOURS

Monday to Friday 8.30am to 5pm

Saturday 9am to 1pm

The clinic is closed on Sundays and public holidays.

Call us on 03 9473 8885 or email [lumc.gpclinic@lchs.com.au](mailto:lumc.gpclinic@lchs.com.au)

Bookings can be made online at <http://www.lchs.com.au/locations/la-trobe-university-medical-centre>



## COMMUNICATION WITH OUR PRACTICE

If you wish to discuss an urgent matter by phone with the doctor, please leave a brief message with the receptionist.

The doctor will return your call as soon as possible. If you contact us via email please expect a reply by the next business day.

Urgent queries should not be sent to the clinic email address.

SMS reminders and emails may be sent to patients for reminders of appointments or notification of recalls.

Please let reception know if you do not wish to receive these communications.

## TEST RESULTS

Appointments should be made for follow up of test results. This is to offer you the opportunity to ask further questions or seek clarification and advice. Results are not provided over the phone.