

1800 242 696

www.lchs.com.au

Reminder/recall system

We use a computerised reminder system for preventative and continuing care to remind you of annual appointments, like immunisations.

We also use a recall system for follow-up of abnormal results.

We will ask for your consent to participate in health reminder systems and research projects. You can withdraw your consent at any time.

Privacy and your health record

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

Feedback

If you have a compliment or complaint, there are feedback forms and envelopes in the waiting area for you to complete at any time. You may choose to remain anonymous and can return the form by mail or hand it to reception in a sealed envelope.

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

Health Complaints Commissioner
Level 26, 570 Bourke Street
Melbourne 3000
Telephone: 1300 582 113
Online: www.hcc.vic.gov.au



GP Clinic patient information

Newmason, Warragul



Our details

Address:	31 Mason Street, Warragul 3820
Telephone:	1800 242 696
Facsimile:	5622 7431
Website:	www.lchs.com.au

Opening hours

Monday to Friday 8:30am to 5:00pm

The clinic is closed on weekends and public holidays.

Our doctors

Dr Jason Tang
Dr Farhat Zia

Services available

- general medicine
- women's health
- vaccinations
- travel medicine
- aged care
- mental health
- minor surgical procedures
- chronic disease management
- Aboriginal health
- insurance and pre-employment medicals.

Appointments

Appointments are available from 9:00am to 4:45pm Monday to Friday.

Wherever possible, you will be offered an appointment with the doctor of your choice.

If the clinic is fully booked on any given day and your matter is urgent, you can speak to a clinic nurse to determine how urgent it is.

All new patients will see the clinic nurse for a medical history and observations before seeing the doctor for the first time.

Longer consultations are available, so please tell the receptionist when booking your appointment.

Examples of a longer consultation might be:

- care plan
- diabetes or asthma review
- minor surgical procedure
- health assessment
- employment medical
- multiple or complex medical issues.

If you are a Workcover or TAC patient, please supply a claim number, insurer and employer details at your first appointment.



Access and parking



Access to the Warragul GP Clinic is via the entrance on Mason Street with parking available outside the building or underground with lift and stair access.

Fees

Eligible patients presenting with a current Health Care Card or relevant Department of Veterans' Affairs card will be bulk-billed. Current fees are listed at reception and we accept cash or credit card.

Patients needing clinic-supplied consumables such as certain types of bandages or vaccines will be advised if there is a cost.

If necessary, a prescription will be written for the patient to purchase their consumables from a pharmacy.

After hours

If the clinic is closed, please call 1800 242 696 and listen to the prompts to be transferred directly to the doctor on call. Please call 000 if it is an emergency or life-threatening situation.

Alternative after-hours services:

Ambulance	000
Moe After Hours Medical Service	5127 9111
Latrobe Regional Hospital	5173 8000
West Gippsland Hospital	5623 0611
GP Helpline	1800 022 222
Nurse-On-Call	1300 606 024

Telephone communications

Our doctors prefer not to take telephone calls while consulting. You may leave a detailed message with the receptionist who will then notify the doctor. A response will then be provided by the clinic.

Test results

If you will need to discuss test results with your doctor, please make a follow-up appointment. Results are not provided over the phone.

Home visits

If you live in a residential and/or nursing home and are unable to come to the clinic due to a medical condition, the doctor may carry out a home visit at their discretion.

Non-English speaking background patients

We provide a health service for a diverse multicultural population. Patients who do not speak English or who are more proficient in another language, have the choice of utilising the Interpreter Service or a translator who may be a family member or a friend. However, we do not encourage you to use a family member, especially a child, as a translator.

Translating service

Wherever possible the Translating and Interpreter Service is utilised for an interpreter.



If you require this service please notify the receptionist when you book your appointment; we require 24 to 48 hours' notice to book this service.