

Reminder System

The Medical Centre is committed to preventative health care and has a recall system in place for routine screening and care plans. You may get a phone call or letter from time to time from the Practice Staff requesting you make an appointment.

Contacting Your Health Professional

Phone calls to your doctor will be put through initially to the Nurse if available or the Nurse will return your call as soon as possible.

The nurse will then discuss any concerns with your doctor and get him/her to phone you back as required. If your doctor has asked you to phone, please advise reception and you will be put through or a message will be taken for the Doctor to return your call as soon as possible.

Compliments and Complaints

If at any time you have a concern, comment or suggestion please do not hesitate to fill in a "Compliment, Comment or Complaint" form (available in Medical Centre Waiting Room), contact the

Chief Executive Officer on 02 6071 5200

or

write to: PO Box 77, Tallangatta VIC 3700

or

The Health Services Commissioner

30th floor, 570 Bourke Street,

Melbourne 3000

Toll Free: 1800 136 066

Services Available at Tallangatta Health Service.

- Medical Centre
- Bolga Court:
High and Low Care Residential Aged
Care and Respite
- Lakeview Nursing Home
- Acute Hospital Care
- Home And Community Care
- District Nurse
- Meals on Wheels
- Mixed Community Group
- Women's Health
- Asthma Education
- Dietitian
- Diabetes Education
- Exercise Classes, & Strength Training
- Occupational Therapist
- Podiatry
- Physiotherapy
- Planned Activity Group
- Social Worker
- Room Hire

**For More Details:
Telephone Reception
02 6071 5200**



An AGPAL Accredited Practice

Last reviewed July 2013



MEDICAL CENTRE

Hours: 9am—1pm

2pm—5pm

Monday to Friday

excluding Public Holidays



25 BARREE STREET

TALLANGATTA

Postal Address

PO Box 77

Tallangatta

VIC. 3700

Phone: 02 6071 5270

Fax: 02 6071 2572

Email:

MedicalCentre@ths.vic.gov.au

www.tallangattahealthservice.com.au

Location & Staff

The Medical Centre is an accredited service and is located in the building to the left of the hospital main entrance. Parking is available at the front of the Medical Centre in areas marked or on Barree Street. Disabled Parking is in front of the Medical Centre entrance.

The Medical Centre staff are employed by Tallangatta Health Service and consist of Doctors, Practice Manager Nurses and Reception staff.

Booking Appointments

Appointments may be booked by

Phone: 02 6071 5270

or in person

Monday to Friday

9.00am to 5.00pm

Regular appointment times are 15 minutes, if you feel you need longer please discuss with the receptionist at time of booking.

Appointments for health assessments, complex medical problems or removal of lesions, all require extra time.

Whilst the Doctors aim to keep patients waiting times as short as possible, delays may occur.

Confidentiality-Privacy and Health Information

Your medical record is a confidential document. It is a policy of this Practice to maintain security of personal health information at all times.

Information is only accessed by authorised members of staff for the purposes of improving or enhancing your health care.

Bulk Billing

Tallangatta Medical Centre is a bulk billing clinic. Certain assessments or dressings may incur a fee. Further information is available at time of booking.

Payment is preferred on the day.

Home Visits

Visits can be arranged in certain circumstances. Please contact the receptionist to discuss your needs. Remember, always call the ambulance service on **000** if you are experiencing severe pain or illness at any time.

Results

A follow up appointment is usually required to receive results. Telephone advice will only be made if authorised by your doctor. The Medical Centre will attempt to contact you regarding any urgent results.

Prescriptions

Check your medications regularly and ensure you have sufficient supply until your next appointment. Telephone requests will not be taken unless previously arranged with your Doctor. As this service is not covered by Medicare, the Practice charges a fee for prescriptions.

After Hour Services

After hours Medical Care is available at the After Hours Clinic based at Albury Wodonga Health—Albury Campus. **Phone: 02 6021 0188** for an appointment or for hours of service.

www.alburyafterhoursclinic.com.au

or

Nurse On Call Service

1300 606 024

Afterhours GP helpline

1800 022 222

Alternatively attend the Emergency Department at Albury Wodonga Health: Wodonga Campus: 02 60517111
Albury Campus: 02 6058 4444

If URGENT CARE is required please call the Ambulance Service on 000

Other Services

- Referrals to specialist services
- Vaccinations: Child & Adult
- Diabetes Education
- Women's Health
- Chronic Disease Management
- Age related health assessments
- Excisions / cryotherapy
- Mental Health Practitioner