



Patient Information

EXPERIENCE A
new era
OF HEALTHCARE

Welcome to TLC Primary Care

Our medical centres are dedicated to providing you and your family with personalised, professional, quality healthcare across a wide range of medical and allied health services. We have a team of dedicated and friendly staff who will be pleased to assist you with your healthcare needs.

Our purpose built facilities enable our team to provide you with quality care in modern and comfortable surroundings.

Opening hours

Our medical centres are open from 9:00am to 5:00pm Monday to Friday. If you require medical care when our centres are closed please call the National Home Doctor Service on 13 74 25.



Our mission is to be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities.

Appointments

Appointments are required to see our medical professionals; to make an appointment please call our centres during opening hours.

If you require after hours assistance please call the National Home Doctor Service on 13 74 25.

Our general practitioners are available for 15 minute appointments to cover a single medical complaint. If you wish to discuss several medical conditions, or the matter is urgent, please advise our receptionist when making your booking as you may require a longer appointment.

Please also advise the receptionist if you have received a letter from your general practitioner or nurse and the contents of the letter; they will then allocate an appropriate appointment.

From time to time you may be given some forms to complete or information about our medical centre. If you need help with any of the written information that we provide to you, please ask the person at reception who will be happy to assist.



Cancellations

It is important that you let us know as soon as you are aware that you cannot attend your appointment. There may be other patients waiting for an urgent appointment.

Emergencies

In the case of an EMERGENCY, patients should dial 000 for an ambulance.

Home visits

Home visits are available to regular patients during surgery hours within the local area. These visits should be organised 1-2 days in advance and will require the approval of your general practitioner. Additional charges may apply to home visits.

Prescriptions & medication

Repeat prescriptions cannot be provided without a review of your condition. Drugs of addiction are not kept on our premises.

Telephone calls

If you need to speak to a general practitioner or nurse about an urgent matter medical problem, please explain this clearly to the receptionist. If your general practitioner or nurse is not immediately available the call may be transferred to another member of our team who is able to assist you.

Test results

You will be required to see your general practitioner to receive your test results. Our staff are not permitted to give test results over the telephone.

Care for non-English speaking patients

If you do not speak English you are encouraged to request access to a telephone interpreter service (TIS) during your appointment. This service is provided free of charge and can be arranged by our receptionist.

Privacy & confidentiality

For us to deliver high quality care, we hold patient medical records, consultation details, test results, past prescriptions, and any other recorded treatments by past and current health professionals involved in your care and treatment. This information is stored securely and electronically for our health professionals to access.

We are sometimes required to disclose your personal medical records to other entities involved in your care. For instance, when you are referred to a specialist, we are obligated to provide information relevant to your treatment in a referral letter. In return we receive results and information from the specialist.

In accordance with the Victorian Health Records Act 2001 you have an enforceable right of access to your health information, these requests must be made in writing to the practice manager. No information will be released without patient consent unless we are legally obligated to do so.

If you need your medical records to be transferred to another medical practice, we require a filled and signed Medical History Transfer Form that is available at our reception.

SMS reminders

You will be sent an SMS reminding you of the date and time of your appointment the day before and the morning of your appointment. Please inform us if you wish to decline this service.

Email correspondence

Emails are only for general communication and not for urgent or emergency communication, your emails will be acted upon within a 24 hour period.

Reminders & information

As part of our commitment to preventative care we may issue you with recalls, reminders and/or information by email, letter or SMS. Please inform us if you wish to decline this service.

Think differently about healthcare.
We do.

Compliments & complaints

At TLC Primary Care we strive to provide quality care at all times. If you have a suggestion for improvement, compliment or complaint please ask our receptionist for a feedback form.

If you are not satisfied with the outcome of your feedback or complaint you can also contact:

General Manager
TLC Primary Care
PO Box 6740
Melbourne VIC 3004
Phone 132 TLC

If you are still not satisfied with the outcome of your feedback or complaint you can opt to have it heard externally by contacting:

Health Services Commissioner
26th Floor, 570 Bourke Street
Melbourne VIC 3000
Phone 1300 582 113

From time to time we may invite you to complete a confidential patient satisfaction survey regarding numerous aspects of our centres, and hope you will be able to assist us in this.



Level 10, 468 St Kilda Road
PO Box 6740
Melbourne VIC 3004

Phone 132 TLC
tllcprimarycare.com.au