



Your trusted travelling doctor – just like a regular GP but we come to you.

Opening Hours:*

Monday 9am to 5pm

Tuesday 9am to 5pm (GP consulting until 7pm)

Wednesday 9am to 5pm

Thursday 9am to 5pm

Friday 9am to 5pm (GP consulting until 7pm)

*subject to change at anytime

Contact Details:

Phone: 0478 957 890 Fax: 03 8692 2884

Web: heroeshomedoctor.com.au

Email: info@heroeshomedoctor.com.au

Facebook: @HeroesHomeDoctor

Service Locations:

Covering the Surf Coast region from Jan Juc up to Grovedale.

Practice Doctors:

Dr. Natasha Nogueira - General Practitioner

Dr. Caroline Taylor-Walker – Principal GP and General Practitioner

Practice Services:

All GP related issues. *Please note: Immunisations and Pap Smear consults must be made in advance.*

Fees:

All fees must be paid in full before the visit.

Fee: \$60 for every visit to house, clinic or other location.

If multiple patients are seen at a visit, one patient pays the \$60 fee and all other patients will be bulk billed. If an extended appointment time is needed, e.g. double appointment for two patients, both patients will need to pay \$60.

Non-Medicare services will also incur private charges depending on the service. Please discuss on booking. *Additional charges may be incurred for clinic visits, dressings, procedures, medications or nurse visits but will be discussed before charging.*

Accessibility:

If you are deaf or have a hearing or speech impairment contact us through the National Relay service. *TTY users phone 133 677. Speak and listen users phone 1300 555 727. Internet relay users connect to the NRS* If you need an interpreter our GP's are registered with the Department of Social Services' Free Interpreting Service (TIS), *please call 131 450 to schedule an interpreter.*

Management of Patient Health Information:

Our practice is committed to maintaining the confidentiality of your personal health information. For more information please ask reception staff to see a copy of our privacy policy or speak with the Practice Manager.

Appointments:

Appointments can be made by calling 0478 957 890 or via our website www.heroeshomedoctor.com.au. Online booking will always be followed up with a confirmation phone call.

Please note due to privacy reasons we cannot book appointments via Text, Email or Facebook.

We endeavor to arrive on time, but please allow 15-20 minutes either side of your appointment time. In the case of lengthy delays, reception staff will do their best to keep you updated.

Home Visits:

All appointments take place in the comfort of your home, workplace or accommodation.

If you feel uncomfortable having a visit at home or live outside of our service locations or staying in unsuitable accommodation for a GP visit, i.e. Tent, we have arrangements at a clinic location in Torquay where we can undertake the consultation.

Longer Consultations:

Longer consultations are available, please advise the receptionist if you require extra time.

Reminders:

SMS reminders are sent to appointments, when you have given Heroes Home Doctor your consent. If you do not wish to receive SMS reminders, please advise the receptionist.

Call or book online

0478 957 890

heroeshomedoctor.com.au

160 Surf Coast Hwy

Torquay VIC 3228

ABN 67 629 613 083

Healthcare without Hassle

Communication / Telephone Policy:

If you need to speak to a doctor, nurse or practice manager our reception staff are happy to take a message and try and arrange this. We will do our best to return your call as soon as possible.

We are also available via email, but please be aware due to our privacy policy not all issues can be discussed, and we may have to contact you via phone.

PLEASE DO NOT SEND SMS AS IT WILL NOT BE RECEIVED.
MEDICAL ISSUES CANNOT BE DISCUSSED VIA FACEBOOK.

After Hours Care and Emergency:

In case of emergency don't hesitate to call 000.

We offer an after-hours service. All after-hours call outs and telephone advice will incur an out of pocket cost of a minimum of \$400– even if you have paid an annual fee.

To use our outside of opening hours care, please call our main phone number: 047895790 to access.

Alternatively, contact the GP Helpline 1800 022 222 or Nurse on Call on 1300 606 024

Patient Feedback:

Please feel free to talk to your doctor or a member of the reception staff if you have any suggestions or are unhappy with our service. Complaints can be made in writing addressed to the Practice Manager via email info@heroeshomedoctor.com.au

Alternatively, you may prefer to contact Health Care Complaints Commission Victoria:

Call: 1300 582 113 Fax: 03 9032 3111

Email: hsc@dhhs.vic.gov.au

Write: Health Services Commissioner, Level 26, 570 Bourke Street, Melbourne, 3000.

Practice policy for results:

The surgery receives your results 2-7 days after you have your test or investigation done (some tests may take longer). If results are severely abnormal the Doctor of the company interpreting your test will call our Doctor instantly to prevent any issues during time. Once received, our doctor will look at the results.

At the appointment when the tests are requested, the doctor will advise when to expect to be contacted, whether to make a follow up appointment, when to contact the practice regarding your results. If you are not clear on what to expect, please discuss with the GP at the time of the test referral.

If the surgery does contact you, they will attempt to call you 2 times and will then send a letter. Therefore, please ensure the surgery has up to date contact information. It will be your responsibility to make an appointment to discuss the results once contacted.

If you would like to discuss your results, or your condition has changed, or you have questions, please call the surgery to make an appointment at least 72 hours after you have had the test done (Call sooner if you are deteriorating). If you call the surgery to chase your results or make an appointment, the receptionist may ask WHAT test you had done, WHEN and WHERE.

This ensures the results are available to the doctor when you see them. Please note the receptionists cannot access your results, email you results, give results or discuss results over the phone, you need to request an appointment with the Doctor.