

Patients Information

Surgery Hours:

Monday – Friday: 9:00a.m. to 6:00 p. m

Sat, Sun and Public holidays: 9:00a.m. to 2:00p.m.

Closed Christmas day

Making an appointment

If you have any life-threatening condition please call ambulance on 000.

Consultations are by appointment only, however every effort will be made to accommodate unexpected or urgent situations.

Usually 10-15 mins are allocated for one appointment. If you need more time to discuss multiple issues or other family members need to be seen please let reception know as more time and separate appointments are necessary

Same day appointments are usually available.

To ensure confidentiality, test results are not given over phone.

New patients

All new patients are welcome. Please download and fill the new patient registration form before your appointment. Let reception know if you have multiple medical issues so appropriate consultation time can be allocated.

Fees and payments:

Premium Care Medical Practice is a private billing medical practice.

We are connected to private health insurances in Australia (BUPA, Medibank etc) and can be billed directly to them.

Patients with overseas health insurances need to pay after consult at reception and then claim from their respective health covers themselves.

Fee structure is arranged according to the time spent during consult, complexity of medical issues and any procedural requirements.

Most procedures including Iron transfusions, minor surgical procedures will attract treatment room fee of 50 dollars. Please discuss with your doctor.

Employment & Driving medicals are not bulk billed. Please inform reception before making an appointment as separate charges apply.

Consults only- for medicare, veterans affairs	Mixed Billing as per Below
Overseas health insurance(company based in overseas)	Need to pay at rec
Overseas health insurance(Through an Australian based company) e.g Bupa, hcf, medibank , Allianz etc	Can be billed direct
Procedures including minor surgical and Iron transfusions	50 \$
Employment and Driving Medicals	Discuss with recep
Workers compensation	Billed to return to

Complaints:

We strive to provide excellent medical care at our general practice.

All complaints are to be directed to the Practice Manager.

In care of any serious complains please contact health complains commissioner 1 800 232 007.

Suggestions and Survey

We do our best to provide safe and quality medical care and endeavour to improve it. We welcome all suggestions for improvement, please feel free to discuss with our reception, practice manager, concerned doctor or online survey forms

Accreditation by AGPAL/RACGP Guidelines

We are proud that we are accredited by the AGPAL with current guidelines from the Royal College of General Practitioners (RACGP). AGPAL accreditation is a broad and rigorous review of the safety and quality of the medical care provided by a general practice. This is to ensure delivery of quality care to our patients and families.

