



# North Geelong Medical Clinic

**Address:** 2/75 Separation Street, North Geelong VIC  
3215

**Phone:** (03) 5234 4828 **Fax:** (03) 5234 4827

**Email:** [reception@ngmc.com.au](mailto:reception@ngmc.com.au)

**Website:** [www.northgeelongmedicalclinic.com.au](http://www.northgeelongmedicalclinic.com.au)

## Opening Hours

Monday – Friday: 9.00am-5.00pm

Weekends: CLOSED

Public Holidays: CLOSED

**Appointments:** Standard appointments are 15 minutes long and can be booked by contacting the clinic or booking online via HOTDOC. ***Please note that Urgent/Emergency medical problems are always given priority.*** When booking an appointment, please indicate to reception if you feel you will need a longer appointment. Examples: Multiple Issues, Skin Checks, Mental Health, or Completing Forms. You can also request a Telephone or Video Consult.

**Practice Services:** Women's Health, Men's Health, Children's Health, Skin Checks, Disability Support, Trans Health, Aged Care, Sexual Health ***\*Please see our website for a full range of services we provide or ask our friendly reception staff\****

**Walk-in Appointments:** We are an appointment run clinic but will always try our best to accommodate walk in patients especially in case of emergency.

**Test Results:** It is important for patients to follow up results for tests requested by their doctor. Your doctor will generally request that you make an appointment to obtain results.

**Reminder System:** We may send you an SMS or reminder letter from time to time offering you preventative health services appropriate to your care. If you do not wish to be a part of this system please advise our reception team.

**Patient feedback:** We always welcome patient feedback. If you have any concerns about your care or complaints, please discuss these with your doctor.

Any feedback about your practice helps us to deliver a better service and we are grateful for it. Please contact the clinic if you have a complaint or wish to share general feedback about our clinic.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC).

The HCC responds to the complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial.

To Lodge a complaint with the HCC – Fill out a complaint form online at [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au) or phone 1300 582 113 between 9am-5pm Monday to Friday to discuss your complaint.

**Doctors:** Dr Courtney Gardner  
Dr Mia West  
Dr Fariba Barazandeh  
Dr Myo Myint Tun

**Allied Health:** Monica Caixinha (Dietitian)

**Practice Manager:** Chloe Train

**Reception Team:** Julie, Pav, Shae & Brenda

**Nursing:** Helen & Becki

## **After Hours & Emergency Care:**

In the case of an emergency please always call **000**.

For afterhours health care, please contact **13SICK (137425)**

**Home Visits:** Home Visits are offered to regular patients of the clinic who live within the local area and who are severely ill or infirm.

***Home visits are at the discretion of the Doctor.***

**Communication/Telephone Policy:** If you need to pass a message onto your doctor via the phone, our reception team can take your details and pass them onto our nursing team or doctor and they will get back to you in a timely manner.

**Electronic Communication:** We can accept non urgent email correspondence from patients however our email is not frequently monitored and try to keep correspondence to that email at a minimum.

**Management of Patient Health Information:** Your medical information is confidential. All information regarding individual patients cannot be disclosed in any form except for strictly authorized use within the patient care context at our practice or as legally directed.