

### **Transfer of Records**

Transferring your records to another medical clinic will incur a fee of \$22.50 per patient.

### **Further Costs**

If you are referred on for testing or to a specialist there will be a further cost involved. These costs will depend on the services required.

Many procedures will incur a Facility Fee for medical items used. Procedures also do not come under our bulk billing policy and will incur an out of pocket gap.

### **Privacy**

The staff of Wodonga West Medical Clinic are committed to providing an excellent standard of medical care. Staff of this clinic make every effort to ensure confidentiality of your personal health information. A copy of our privacy policy is available from reception or on our website.

### **Feedback**

Our aim is to provide a high standard of medical care to our patients. If you are experiencing any problems with our services or you are unhappy with any aspect of care please do not hesitate to inform the reception staff or discuss matters further with the doctors or practice manager.

If you feel that you would like to take matters further, you may prefer to contact the Health Services Commissioner

**Phone: 1300 582 113**

**Email: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)**

**[www.health.vic.gov.au](http://www.health.vic.gov.au)**



**WODONGA WEST MEDICAL CLINIC**



**Wodonga West Medical Clinic**  
**Your Medical Home**

**Information for Patients**

**Dr. Peter Sartori**  
**Dr. Bill Walton**  
**Dr. Douglas Colwell**  
**Dr. Kevin Marks**  
**Dr. Claire Simpson**  
**Dr. Andrew Kelly**  
**Dr. Sally Gabra**

**WODONGA WEST  
MEDICAL CLINIC**

60—62 Waratah Way  
Wodonga VIC 3690

Telephone: (02) 6056 2447

FAX: (02) 6056 2168

Email:  
[wodwest@wwmc.com.au](mailto:wodwest@wwmc.com.au)

**Hours:**

**Mon-Fri: 8.30am—5.30pm**

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

## Welcome to Wodonga West Medical Clinic

### Fees

We are a private billing clinic and payment is required on the day. We do bulk bill full time tertiary students, pensioners, DVA and children under 16. The Medicare rebate is available to claim at the surgery using our HICAPS facilities (not able to be paid into a credit card).

### Appointments

Consultations are by appointment. Emergencies and walk in patients will be triaged and accommodated to the best of our ability.

Our doctors perform Home Visits and Nursing Home visits on request. Dr Walton has dedicated one morning every fortnight for these visits and urgent requests can be accommodated.

Long appointments are available on request. We ask that all longer appointments be confirmed by the patient the day before. Failure to attend will result in a fee being charged.

Medical examinations (bus/taxi licence, insurance etc) involve additional paperwork that requires additional consultation time. Please inform the reception staff that you require a medical. These are not covered by Medicare and the full account will be your responsibility.

### Prescriptions & Quick Clinic

We do not provide prescriptions without an appointment. Our script clinic runs 8:30am-9:00am (except Wednesdays & Thursdays) and our Quick Clinic runs 2:00pm-3:00pm for script renewal, obtaining medical certificates and ongoing referrals.

### Facilities

A wheelchair is available at the front desk.

There is a child's play area located in the waiting room. A baby change table is located in the disabled toilet.

Interpreter services are available, however, need to be booked in advance. Please see reception for assistance with this.

## Smoking Policy

This practice implements a smoke free environment policy

### Services

- GP Appointments
- Obstetric Shared Care
- Travel Medicine (Vaccines located onsite)
- Women's Health (Breast Checks, Pap Smears etc.)
- Hypnotherapy
- Minor Surgical Procedures
- Occupational Medicine (Work Cover, Pre-Employment)
- All types of medicals
- Diabetic Education
- Specialised Vaccinations (Yellow Fever, Q Fever )
- Nurse Appointments (Pap Smears, Child Vaccinations)
- Mental Health
- Chronic Disease Care (GPMP/TCA, Health Assessments)
- Preventative Health
- Independent Medical Assessments

### Reminders & Recalls

The practice automatically enrolls patients for Reminders e.g. immunisations, pap smears, blood pressure checks etc. as well as automatic enrolment in government initiatives such as the cervical cytology register and the immunisation register. If you would prefer **NOT** to be added please let reception staff know.

### Results

**Patients are responsible for follow-up on any test results.**

Please ring for test results between 3.00 pm and 4.00 pm weekdays, and you will be put through to one of our nurses.

### Phone Calls & Email

Dr. Sartori can be called between 12.15 and 12.30pm and 5.15 and 5.30pm. All other doctors a message will be taken and you will be called back when they are available. Our email address should not be used for clinical enquiries, requests or information.

