



ELEANOR CLINIC

20 Eleanor Street
Footscray Vic 3011
Ph: 9318 4666 Fax: 9318 4555
After Hours: 13SICK
www.eleanorclinic.com.au
Mon- Fri 9.00am-5.00pm

Dr Antje Theilhaber (GP)
Dr Felicity Dent (GP)
Dr Olivia Rimington (GP)
Dr Eunice Sales (GP)
Dr Sarah Metcalfe (GP)
Dr Marc Theilhaber (Paediatrician)

Our mission is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness.

The Staff are a caring and supportive team and we hope to carry that forward into your healthcare experience. We welcome your feedback at all times.

Appointments

Consultations are by appointment. We do accept walk-in patients in need of health care and you will be accommodated by the first available doctor. In such circumstances you may experience a wait. If your problem is urgent please let the reception staff know.

Booking System

We book consultations at 20 and 30 minute intervals and do our best to keep to these times to prevent inconvenient delays to you. If any URGENT situation arises, this has to take precedence over booked patients, and so may create unforeseen delays.

Consultation Fee

We request payment at the time of consultation for all our private patients. If you have registered your account details with Medicare we are able to send your claims directly to Medicare for immediate credit to your account. Please ask our friendly staff for more details. Please be advised we do have a cancellation fee for all appointments if less than 4 hrs notice is not given. Longer appointments require additional notice. Please speak with Reception about these fees.

Telephone Calls

Most problems are best dealt with in direct consultation with your doctor. Messages may be left at Reception for the doctor and either your doctor or one of our nurses will do their best to phone you later in the day or leave a message with reception staff for you.

Personal Health Information

We aim to protect the privacy and secure storage of your health information. You can request a copy of our privacy policy, which includes information about the collection, use and disclosure of your health information. Refer to Privacy Brochure.

Prescriptions

Prescriptions requested over the counter/phone will incur a \$20 fee. It is at the GP's discretion as to whether a script may be done without a consult. This can only be done for medication previously prescribed by a doctor at this practice and generally for patients seen within the last six months. Please be advised of our policy that any drugs of addiction will not be prescribed to any new patients.

Results

Once your results are back, we will contact you to advise you if your results are abnormal. If your results are normal, we will **NOT** contact you but you are welcome to call us and check on your results. Please be aware that Reception staff can only



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advise if your results are normal or if you require a follow up appointment.

House Calls

The doctors are available for home visits and visit to patients in local nursing homes. House calls are made if patients are too sick to come to the surgery. It is best to be seen in the surgery as the doctor has all the equipment and support necessary to practice best medical care.

It is at the doctor's discretion to advise if a patient is suitable for a home visit. Please call 13 SICK (13 7425) AH locum for AH care.

Mobile Phones

Please be courteous and turn off your mobile phone or place on silent mode upon entering our Clinic. If you forget and your mobile phone rings whilst in consultation with the doctor please do not answer your phone.

Practice Accreditation

Eleanor Clinic is working towards being an accredited practice, implying the highest clinical and administrative standards recognised by our peers.

Complaints

If you have any concerns regarding our clinic please contact Di, the Practice Manager on 9318 4666. We take all complaints seriously as we strive to provide the best possible care for our patients. If you are still not satisfied with the outcome of your complaint you may wish to contact the:

Health Insurance commissioner

30th Floor, 570 Bourke St
Melbourne Vic 3000

Free call: 1800 136 066

Fax: 8601 5219

www.health.vic.gov.au/hsc

List of Services

1. Health Care Plans for long term conditions
2. Team Care Arrangements with other health professionals
3. Health Assessments
4. Practice Nurse consultation's
5. Child Health
6. Skin Checks & excisions
7. Mental Health
8. Pap Smears
9. Ear Syringe
10. Diabetes Care
11. Women's Health
12. PReP
13. Family Health
14. Wound Management
15. Paediatric Care
16. Shared Care Pregnancy care
17. Contraception (including implants)
18. Respiratory Paediatrician Consultant
19. LGBTIQ Health

Smoking Policy

This practice implements a smoke free environment policy.

Zero Tolerance

Eleanor Clinic has a zero tolerance policy in relation to aggression, threats or intimidation towards any of our staff. In the event of this occurrence, Eleanor Clinic has the right to terminate your Doctor/patient relationship and your medical history will be transferred to a GP of your choice.