



ELEANOR CLINIC

Your medical home in the West

THANK YOU!

For choosing Eleanor Clinic for your medical care. The team at Eleanor Clinic is caring, empathetic, and highly qualified.

Our mission is to provide top quality medical care in a supportive, empowering, and welcoming environment.

Please follow us on Facebook or Instagram to stay up to date with changing health information, and health promotions we are running, and for vaccination availability.

CONSULTATIONS

Consultations are by appointment only. Online booking is available via HotDoc.

FEES

We request payment at the time of consultation. If you have registered your bank account details with Medicare, we are able to send your claim directly to Medicare for credit of the rebate to your account within 48 hours. Please ask our friendly staff for more details.

Please be aware we do have a cancellation fee for all appointments if less than 4 hours' notice is given.

TELEPHONE CALLS

Most problems are best dealt with in a formal consultation with your doctor. Should you have a query for the doctor outside of a regular consultation, leave your phone number and a message with the reception team and the doctor/nurse will do their best to get back to you later in the day, or will organize an appointment.

OPENING HOURS & CONTACT INFORMATION

20 Eleanor Street

Footscray Vic 3011

Ph: 03 9318 4666 & Fax: 03 9318 4555

After Hours Locum Service: 13 7425

www.eleanorclinic.com.au

<https://www.facebook.com/eleanorclinic/reception@eleanorclinic.com.au>

Monday - Friday: 9am - 5pm

Wednesdays until 7pm

Saturday: alternating weeks

Sunday: closed

RESULTS

Once your results are back, we will contact you to advise you if your results are abnormal and request you make a follow up appointment with your GP. It is generally best to return to see the GP who ordered the tests where possible. If your results are normal, we will NOT contact you. If there is an ongoing health issue, it is usually best to make a follow up appointment with your GP to discuss your results and make a plan.

PRESCRIPTIONS

Prescriptions requested over the counter/ phone or via HotDoc will incur a \$30 fee. It is at the GP's discretion as to whether a script may be supplied 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 3 months. Please be advised of our policy that drugs of addiction will not be prescribed to new patients at the first consultation.

COVID POLICY

Please refer to our website for updated information:
eleanorclinic.com.au



ELEANOR CLINIC

HOME VISITS

Our doctors are available for home visits and visits to patients in local nursing homes.

Home visits are by appointment only and made at the doctor's discretion.

It is best to be seen in the surgery where possible, as the doctor has all the necessary equipment and support to provide the highest quality of medical care.

Please call 13 7425 (13 SICK) for all out of hours care.

MOBILE PHONES

Please turn off or place your mobile phone on silent upon entering our clinic for the benefit of both staff and other patients.

PRACTICE ACCREDITATION

Eleanor Clinic is an AGPAL accredited Practice, which means we have been recognised by our peers as a clinic that provides the highest clinical and administrative standards in General Practice.

We are also proud to be an accredited teaching practice to support the training of the next generation of GPs. Our registrars are fully qualified doctors who are completing further specialist general practice training.

VACCINATION CLINICS

We run vaccination clinics every Monday and Wednesday, and encourage you to book in for any vaccinations during these times. The vaccination clinics attract a \$15 fee, which is not claimable through Medicate for a rebate.

LIST OF SERVICES

- Family Medicine
- Children's Health
- Chronic Disease Care Plans
- Team Care Arrangements
- Health Assessments
- Practice Nurse consultations
- Shared antenatal care
- Immunisations
- Skin Checks & excisions
- Mental Health
- Sexual Health
- CST (Pap smear)
- MTOP (Medical termination of pregnancy)
- Contraception (Including implants and Mirena, Kyleena & Copper IUDs)
- Women's Health
- Men's Health
- PrEP
- LGBTQ+ Health
- Respiratory Paediatrician

COMPLAINTS

If you have any concerns regarding your experience at our clinic, please contact our Practice Manager on 03 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 Complaints Commissioner

Free call: 1300 582 113

<https://hcc.vic.gov.au/make-complaint>

ZERO TOLERANCE POLICY

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