



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 AutoMed.

FEES

We request payment at the time of consultation, and require card details to confirm telehealth consults. 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.

A cancellation fee applies for appointments cancelled with less than four hours' notice.

TELEPHONE CALLS & EMAILS

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.

Our email address is located at the top of this form. Emails are not intended to pass on messages or queries to your GP. You are welcome to send through information or results.

Please always call with any urgent or clinical queries.

CONTACT INFORMATION & OPENING HOURS

20 Eleanor Street

Footscray Vic 3011

Ph: 03 9318 4666 & Fax: 03 9318 4555

After Hours Locum Service: 13 7425

Monday - Friday: 9am - 5pm

Saturday: as advertised

Sunday: closed

www.eleanorclinic.com.au

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

REPEAT SCRIPTS & REFERRALS

Some repeat scripts and referrals may be requested via AutoMed.

Scripts will incur a \$32 fee and referrals will incur a \$42 fee. It is at the GP's discretion as to whether a script or referral will be supplied without a consult. Scripts can only be provided for medication previously prescribed by a doctor at this practice and generally for patients seen within the last 3 months. Referrals can only be provided for ongoing concerns and to specialists you have previously been referred to in the last 12 months.

Scripts requiring a PBS authority are not able to be supplied via online repeat script requests.

Please be advised of our policy that drugs of addiction will not be prescribed to new patients at the first consultation.

QUICK CONSULTS

If you require a medical certificate for the day, a change of provider on your referral, or have a brief query about a recently prescribed medication, your GP may be able to do a quick consult with you for no fee.

Please contact our friendly reception team to discuss your needs.



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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.

We will not contact you if everything returns as expected.

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.

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

During periods of high demand, like flu season, we run vaccination clinics, and encourage you to book in for any vaccinations during these times. The vaccination clinics attract a fee for our nurse's time and experience, which is not claimable through Medicate for a rebate.

COVID POLICY

Masks are no longer required in the clinic, although we ask that you wear one if you have respiratory symptoms. We are able to provide masks upon request.

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.

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
- LGBTQIA+ Health
- Gender affirming care
- Travel consults
- Travel vaxes, including Yellow Fever
- 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.