

## Practice information sheet

**Phone:** 03 5981 8555

**Address:** 191 Point Nepean Road Dromana

**Hours:** 8:30 AM – 6 PM Monday to Friday and 9 AM to 12 PM on Saturday

**Email:** [info@beachsidedoctors.com.au](mailto:info@beachsidedoctors.com.au)

**After hours arrangements:**

After hours phone system has access to local services (nurse on call / doctor on call)

**Local services:**

Nurse on call - 1300 60 60 24

Doctor home visits - 13 7425

**Translating service:**

If a translating service is needed please inform reception and they can organise an over the phone service for your appointment. [www.tisnational.gov.au](http://www.tisnational.gov.au)

**Local emergency departments:**

Rosebud Emergency

Ph: (03) 5986 0666. 1527 Pt Nepean Road, Rosebud VIC 3939

Frankston Emergency

Ph: (03) 9784 7777. 2 Hastings Road, Frankston VIC 3199

**Billing Procedures:**

Current consult fees can be found on our website: [beachsidedoctors.com.au](http://beachsidedoctors.com.au)

**Phone Policy:**

You can leave a message with our reception team and they will forward your message to your doctor who will return your call as soon as possible.

**Privacy Policy:**

Your medical record is a confidential document. We abide by the National Privacy Principles. If you would like a copy of our privacy policy or further information please talk to us.

**Results:**

Your test results are important and we have systems in place to inform you if you need to discuss any abnormal tests with your doctor. For results requiring urgent attention, we will contact you by phone to arrange an appointment with your doctor.

Please note: we can only disclose results directly with the patient, their parent or guardian.

**Feedback and complaints:**

These can be given in person, by phone, letter, or email (contact details above). Alternatively, you may contact the Health Complaints Commissioner on 1300 582 133.