Coronavirus (Covid-19) Alert – All patients presenting to the practice PLEASE READ

Please note: We are NOT testing for Coronavirus at this practice due to not having the full resources to do this.

- If you have returned from overseas in the past 14 days then you MUST be in home isolation or quarantine. You CANNOT book a face to face consultation.

- If you have a FEVER and/or an acute RESPIRATORY illness (sore throat/runny nose/cough/shortness of breath), please contact the Coronavirus hotline on 1800 675 398 OR The Alfred Coronavirus screening clinic on 9076 2000 and organise a Coronavirus Test through one of the screening centres.

- If you are unwell with a FEVER and/or an acute RESPIRATORY illness (sore throat/runny nose/cough/shortness of breath), please DO NOT book a face to face consultation with our doctors. You may ONLY book a PHONE CONSULTATION with your doctor. This can be done online through our website OR by calling our clinic. Our doctors will assess your symptoms over the phone and will advise if you are required to have a face to face consultation for an examination. If you require a face to face assessment then our reception staff will try to book an appointment with the same doctor. When you arrive for this appointment, please remain in your car. You will be called by our reception staff when the doctor is ready to see you. This is so that our elderly and vulnerable patients who may be in the waiting area are protected from any potential exposure.

- Currently, phone consultations are bulk billed for all patients with a medicare card. Face to face consultations attract the same usual private fees. Please book phone consultations for problems where a physical examination is not essential, such as: routine prescriptions, medical certificates, to discuss test results etc..

- We ask that any patients arriving into the practice please maintain social distancing. This means allow 2 metres between yourself and another person who may be in the waiting area. We also ask that you please maintain a distance of 2 metres when interacting with our reception staff and doctors as well as nurses.