

### Hours of Operation:

- Monday - Friday, 8:30am - 6:00pm
- Saturday, 9:00am - 5:00pm

### Contact Details:

- Customer Service Team, 1300 77 33 52
- customerservice@nexusprimaryhealth.org.au

### Out of Hours Contacts:

- Call 000 in an Emergency
- Phone 13SICK (137425) or online by [www.13sick.com.au](http://www.13sick.com.au)
- Online using Victoria Virtual Emergency Department (VVED) at [www.vved.org.au](http://www.vved.org.au)

### Welcome to Nexus GP Superclinic Wallan.

We are a trusted health care provider, offering a wide range of services and information to help you live well in your community.

At our clinic, we use an integrated primary health care approach. This means our team of experienced health professionals work closely together to give you the best care possible.

We will partner with you to choose the right care for your needs and support you in managing your health and wellbeing over time.

### What is available at the Wallan GP SuperClinic?

- General Practitioners and Nursing services.
- Allied Health services (Physiotherapy, Occupational Therapy, Speech Pathology, Podiatry, Nutrition and Dietetics, Exercise Physiology).
- Diabetes groups and services.
- Paediatric services.

### Other services available include:

- Austin Pathology
- Audiology Service (9mths-18yrs)
- Apex Hearing
- EMRG Imaging (Ultrasound & X-Ray)
- Heart Scanner (Echocardiogram Services)

### Introducing our GPs to you

- Dr Farhana Raza
- Dr Khalid Shah
- Dr Kashif Murtaza
- Dr Mobina Kashif

### Appointments

All appointments (except emergencies) must be pre-booked. If you have an emergency, call us before arriving if possible - this helps us prepare and provide the best care.

### Appointment Types

Some of our common types of appointments are:

- Standard consultation
- Long consultation – for referrals, care plans, health checks or pap smears. Let us know if you need extra time.
- Telehealth consultation.
- GP Home visits - may be available, primarily for regular patients. Consideration is given to those receiving palliative care, with mobility issues, or without transport to the clinic.

### Fees

Wallan GP Superclinic is a mixed billing clinic which means a fee is payable for all consultations and procedures on the day. Payments are processed through our system to Medicare and Medicare will arrange a rebate for eligible services.

We will continue to bulk bill Pensioners, Healthcare Card holders, DVA Gold (White Card accepted - conditions only), and persons under 16 years of age - only available with presentation of a valid Medicare Card & Concession Card.

*Note: Bulk billing will be available Monday to Friday only - on weekends all patients pay a private fee.*

Those attending for Workcover or pre-employment assessment, will be asked to pay for their consultation on the day or provide a valid payment method.

Non-Medicare Rebateable Services will incur a fee payable on the day by all patients (including concession card holders).

### Cancellations & Running Late

Please let us know as soon as possible if you need to cancel, change your appointment, or if you're running late. A \$50 no-show fee will apply for patients that fail to attend scheduled appointment without prior cancellation.

If you booked through the HotDoc app, you can cancel your appointment there too.

### Waiting for Results

We recommend booking an appointment about 1 week after your test or procedure to discuss your results with your GP. An appointment is required with GP to obtain and discuss results.

### Practice Communication

We accept patient communication via phone and email. Our Customer Service and Nursing teams aim to respond as promptly as possible during business hours.

### Privacy

Your information is kept strictly confidential. We follow Commonwealth and Victorian Privacy Laws. You may request our Confidentiality and Privacy Policy at any time.

# Tell us what you think...

## We are Listening and Learning

It is your right to provide us with feedback. This could be a complaint, suggestion or compliment about the services we provide or about the broader organisation. Your feedback helps us improve.

### How to provide feedback:



#### Over the phone or in person

Talking directly to a Nexus employee while onsite or by calling our Customer Service Team on **1300 77 33 52**.



#### Feedback form

Fill out a form and drop it in to reception staff at a Nexus site.



#### Scan or follow the link

Head to <https://us1.zonka.co/Mw4hX6> or scan the QR code to provide feedback via our online feedback survey.



### For external complaints:



#### Contact

Victorian Health Services Commissioner  
Level 30, 570 Bourke St, Melbourne VIC 3000  
Phone: 1800 136 066