



Visiting the doctor at Nexus Kinglake Ranges Health Centre

Nexus Kinglake Ranges Health Centre
19 Whittlesea-Kinglake Rd, Kinglake

Updated November 2024 V1



Guidelines

This story is about visiting the doctor at Nexus Kinglake Ranges Health Centre site and is for everyone.

It can help people who may live with autism spectrum disorder, difficulty with language, social skills, or learning.

Please read this before you go to the doctor.



Entering the building...

I will arrive at the building.

There is an accessible entrance on the right side of the main entrance.

There are accessible parking spots on the right side of the main entrance.

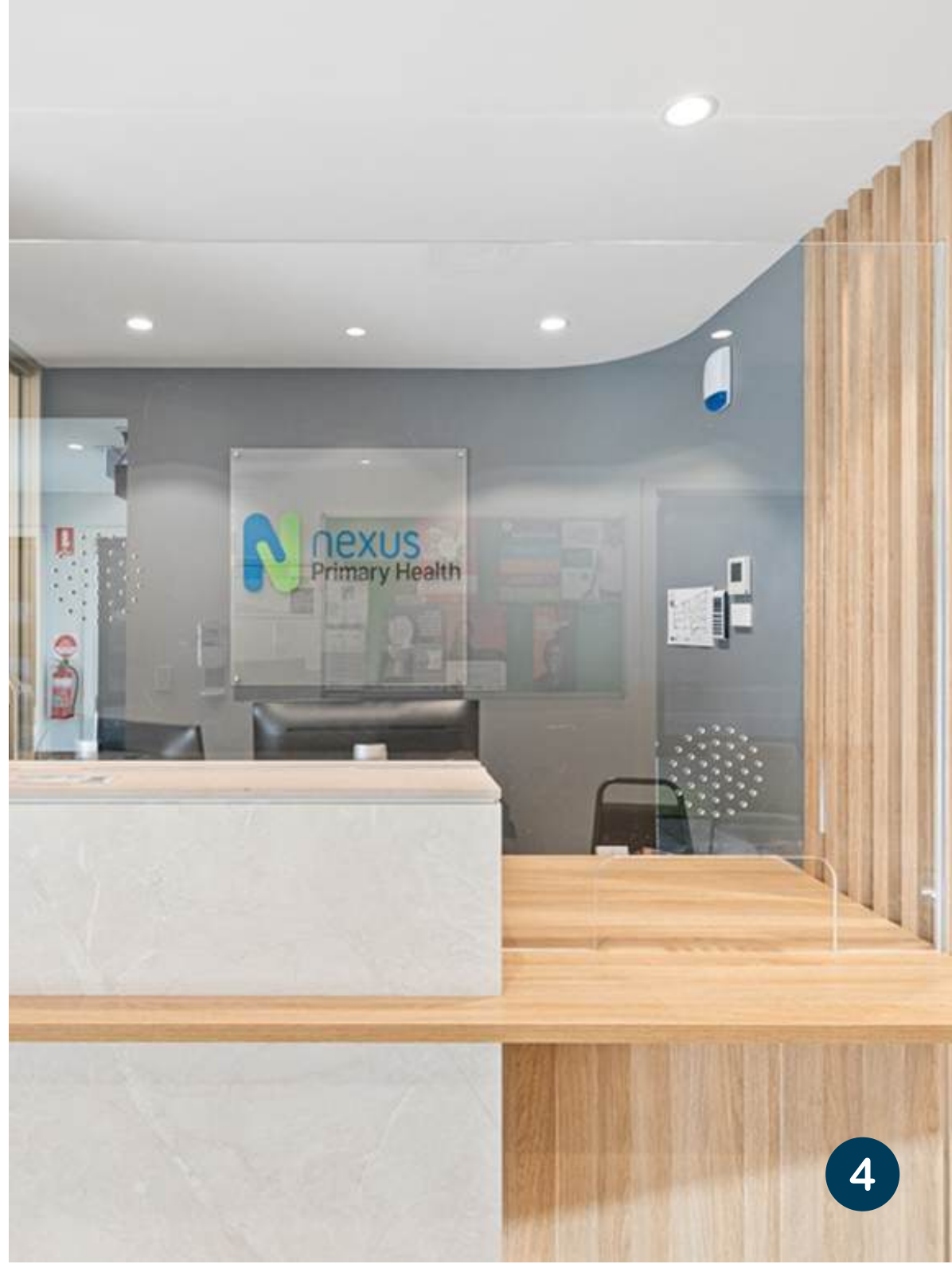


Once I'm inside...

I will go to the reception desk and tell the staff member my name and that I am here to see my doctor.

The reception team might ask me some questions, such as:

- Can I see your Medicare card?
- What is your phone number?
- What is your home address or date of birth?



Once I'm inside, waiting area...

The staff member will ask me to wait in the waiting area, which is to the right of the reception.

A list of our current doctors can be found online. Click [HERE](#) to access.



While I am waiting...

I will wait in the waiting area until the doctor calls my name.

It might be busy and noisy.

I can choose to do an activity.

I can choose to wear my headphones.

I can choose to do something that makes me feel comfortable.



When my name gets called...

When the doctor calls my name, I will follow them to their room.

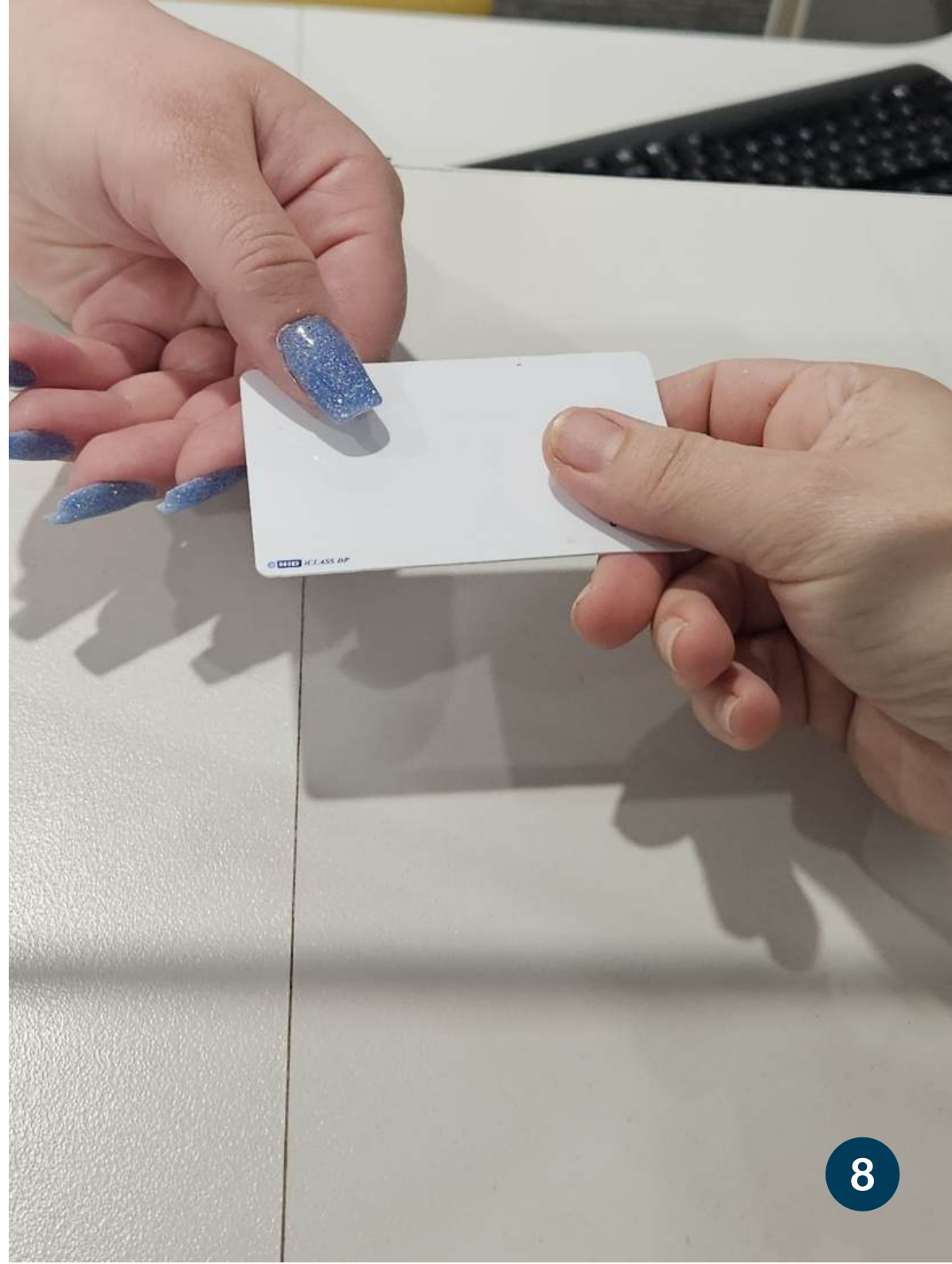


After my appointment...

After I finish seeing the doctor, I will go back to the main reception desk.

I will pay for my appointment.

If I need another appointment, I can ask the receptionist to help me.



Toilets...

Accessible toilets are behind the reception, near the consulting rooms.

Accessible toilets are available through a locked door that staff can open for me.





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