

Nathalia Medical Clinic – Appointment Information

Leading our community towards better health



Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require extra time. If you or a family member requires an interpreter service, we can organise this for you.

Please let us know when you make your appointment. Unable to attend your appointment If you are unable to attend your prearranged appointment time, please phone the clinic receptionist to cancel. Failure to cancel may result in a fee being charged. After Hours Care Nathalia Medical Clinic provides emergency after hours care for patients on a roster system shared with the GPs from the practice.

Please contact us on (03) 5866 9494 and a recorded message will advise how to contact the doctor on call. Telephone Access GPs in this practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call.

In an emergency, your call will always be put through to a GP or Practice Nurse. Fees and Billing Arrangements Fees are payable at the time of consultation by cash, cheque or credit card. The AMA fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery.

The GPs at this practice bulk bill pensioners and Veterans. Health Care Card Holders are charged at a reduced rate. After hours call outs attract a fee of \$50 above the Medicare rebate. If you have any difficulty in paying our fees, please discuss it with our Practice Manager.