



General Practice Primary Health Care Clinics: Patterson St.



Services include:

Women's Health clinics

- Pap & HPV testing
- Breast health advice and checks
- Family planning
- Contraception
- Implanon insertion/removal
- Emergency contraception
- Pregnancy testing, counselling and antenatal care
- Advice & care for menopausal women
- STI checks and information
- Support for anxiety and depression

Refugee and Asylum seeker clinics

The refugee and asylum seeker health clinics provide individuals and families with:

- Comprehensive Initial Health Assessments
- Catch-up Immunisation and Mantoux testing
- Introduction to a local GP practice for ongoing care
- Specialist acute referrals as required
- Referrals as needed to: pregnancy and family planning, oral health, maternal and child health, allied health and counselling.

Aboriginal community support

- Clinical staff support equitable access for Aboriginal clients to culturally appropriate health and wellbeing services.
- This includes strong partnerships with Aboriginal health staff (Nurse's), (Acute) Hospital Aboriginal Liaison Officers and local agencies such as MMIGP, Boorndawan Willam and VACCA.
- Group health education sessions and screening opportunities are available at EACH or partner services throughout the year.

Chronic Illness; management and support

A range of services, individual and group options focussing on:

- reducing the risk of developing a chronic illness
- Managing an existing chronic condition on a day to day basis.

The chronic disease services are provided by nursing and allied health clinicians.

Hours: Monday to Friday 8.30am- 5:00pm by appointment only

Address: 75 Patterson Street, Ringwood East, 3135.

Phone: 9837 3999

Email: gpclinic@each.com.au

Note: Email should be only be used for appointment bookings or cancellations.

The clinic email is checked twice per day by administration staff during weekday business hours.
For any medical or nursing matters please call the clinic reception number above.

Facilities

EACH caters for all people including those living with a disability.

- Main access is through a wide front door
- Disabled access toilet
- Adjustable couches for ease of assessment.

Disabled parking and taxi drop off zones are close to the main entrance.

Professional interpreters are arranged when required, on site or by telephone.



Transport: Ringwood East Station is a 5 minute walk.

Parking: Available on site or 2 hour parking in the street



Costs/fees

Services are either free, bulk billed or incur a small fee.

All costs are discussed prior to the consultation.

Communication

A Practice Nurse is available to answer any questions or concerns you have and can also direct you through to the Doctor as appropriate. If a Nurse is not available our reception staff will direct you to leave a message and a nurse will return your call as soon as possible.

Most communication, outside of consultations, will be by the phone, including SMS messaging for appointment reminders, or letter. Please let us know what you prefer and update us if your contact number or address changes.

Test results

These are managed with confidentiality and in most cases you will be required to make a return appointment to receive and discuss your results.

Rights, privacy and confidentiality

EACH Medical and Nursing staff encourage all clients to be actively involved in their care planning and treatment. Longer consultations are available when needed to support this participation. All your health information and medical records are confidential and only authorised staff will have access to this information.

Feedback and complaints

We invite your feedback and comments at any time either by phone, in writing or through the feedback forms available in the waiting room. You can also call the EACH Community Liaison Officer on (03) 9871 1800.

You can also contact the Victorian Health Services Commissioner if you want to discuss your concerns with an independent authority.

Level 30, 570 Bourke Street, Melbourne, Victoria, 3000

Phone (03) 8601 5200 or toll free 1800 136 066

EACH General Practice Patterson Street clinics do not offer emergency care for acute conditions.

In case of emergency:

All clients of the EACH GP Clinic are advised to phone 000 for an ambulance or if necessary go directly to the Emergency Department of the nearest public hospital, Eastern Health - Maroondah or Box Hill.

After Hours Services

EACH General Practice Specials Focus clinics do not provide home visits for general medical care.

All clients are referred to their own GP or supported to identify a local GP for day to day medical care.

Clients can also call the Australian Locum Medical Service on 13 26 20 for after hours care related to an EACH General Practice treatment or procedure concern.