

THE PRACTICE

Argyle Medical Centre has a flexible appointment system to assist clients with urgent medical matters who have not arranged a prior appointment. Patients who arrive without an appointment will be assisted as soon as possible. It is the policy of the Centre to "never say no" to a patient in distress who needs urgent attention.

Clients needing a longer consultation (more than 20 minutes) should let the receptionist know when making the appointment time.

Telehealth services are available only for patients who are unable to attend the practice due to medical conditions or severe illness, or at the discretion of the Practice Principal.

Home visits are available providing you have meet the criteria and at the discretion of the Practice Principal.

Walk ins are available subject to availability at the time.

Argyle Medical Centre is a mixed billing practice. Bulk billing is at the discretion of the doctor.

The full schedule of fees is displayed at the reception desk, and we appreciate payment at time of consultation, as we do not issue accounts. We accept cash, major credit cards and EFTPOS.

In most cases we can electronically process your claim, or you will be given an itemised receipt to claim from Medicare.

Overseas visitors, work injury patients, CTP claims will be charged a practice fee on the day of your consultation. If you have any difficulty in paying our fees, please discuss this with us.

We value feedback whether positive or negative. A Patient Feedback Form is available from Reception or if you do not wish to complete this form then you can speak with the Practice Manager about your complaint.

Any complaint made will be fully investigated and will be handled in the strictest confidence. You will also be contacted and updated on the outcome of your complaint. If still unsatisfied your able to contact the Health Care Complaints Commission on P: 02 9219 7444 F: 02 9281 4585 or

E: hcc@hcc.nsw.gov.au