





THE CRANE GENERAL PRACTICE INFORMATION SHEET

 <p>35 Queens Parade, Clifton Hill VIC 3068 P. 03 9088 3258 F. 03 9088 3257 admin@thecranegp.com.au www.thecranegp.com.au</p>			<p>FREQUENTLY ASKED QUESTIONS:</p>	<p>I need to see a GP after hours, where can I go? In an emergency, please call 000. You can contact Nurse on Call 1800 022 222, look up Victorian Virtual ED, visit nearest Priority Care Primary Centre or attend nearest ED.</p>
			<p>What kind of billing does your clinic use? We are a private billing clinic, meaning that we charge an out-of-pocket fee for most consultations. Concession card holders (including pensioners)/ full-time independent students/ Australian apprentices are eligible for discounted rates.</p>	<p>Does your clinic offer home visits? Home and aged care facility visits are offered at the discretion of your regular doctor. Home and aged care facility visits are usually only considered for existing patients.</p>
<p>Opening Hours: Office & Phones 8:30am – 5:00pm Monday – Friday 9:00am – 12:00pm Saturday</p>			<p>How long does it take for a Medicare rebate to come back into my account? If processed via easy claim, your rebate should be back into your account immediately. If via Medicare online claiming, you can expect your rebate to come back into the account nominated on your Medicare card in around two business days or less.</p>	<p>There are no appointments online but I need to see the GP today, what can I do? Please call the clinic on the day to check for any availability. We often experience cancellations which can open appointments.</p>
<p>Phone: 03 9088 3258</p> <p>Email Address: admin@thecranegp.com.au <i>Note, this email is not under constant monitoring and should not be used for clinical matters or enquiries.</i></p>			<p>What services do you provide? We are proud to offer many services including: Skin checks, immunisations, chronic disease management, iron infusion, shared antenatal care, health assessments, PrEP prescribing, medical termination of pregnancy, men’s health and LGBTQIA+ Health. We also offer onsite 4Cyte Pathology services and allied health care.</p>	<p>I would like to leave a review or feedback for the practice You can leave us a review on Google by searching The Crane GP. Alternatively, you can talk to or email our Practice Manager at pm@thecranegp.com.au to pass on any feedback.</p>
<p>Our Team</p> <p>GPs Dr Shueh Hwuei Lim Dr Dustin Sprigg Dr Lauren Harrison Dr Erika Tomlinson Dr Cathryn Liebau Dr Jessie Rafeld Dr Oliver Hughes</p> <p>Nurses: Laura Aminee Ange Paola</p>	<p>Allied Health</p> <p>Myotherapy Leah Paterson</p> <p>Physiotherapy Debbie Chan</p> <p>4Cyte Pathology Carlos</p>	<p>Support Team / Receptionists:</p> <p>Verity Natalia Shawn Toni Beth Lucy</p>	<p>How do I make a booking? You can make a booking for General Practice via our website or by calling the clinic during opening hours. General Practice patients can also book appointments via our app: AMS Connect.</p>	<p>Quick Access to our Policies (or see hard copy in waiting room)</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Privacy Policy </div> <div style="text-align: center;">  Email Policy </div> <div style="text-align: center;">  Telephone Policy </div> </div>
<p>Can I request a repeat script without a consult? Yes, you can. Script requests are available on our website via our app AMS Connect (preferred) or by calling the clinic. Up to two scripts can be requested at a time for a fee of \$30 or \$40 depending on urgency and mode of delivery.</p>				