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Welcome – New Patient Information (Refresher for existing patients)

Welcome to The Crane General Practice.

A team that knows you, cares for you and walks with you - for life.

This information sheet introduces you to how we operate so you can make the most of your experience at our Practice.

Patient-centred approach

We take the time to listen and provide thorough care tailored to your needs, with a focus on preventative health and empowering you to manage your health and well-being.

Your first appointment

New patient appointments generally begin with a nurse assessment (15 minutes), followed by a GP consultation (15 or 30 minutes) - please refer to the below. Please bring your medication list, allergies, a health summary or relevant medical records and main concerns and discuss your priorities with your GP. We arrange transfer of medical records only after you have been seen by your GP. Please let us know if you need an interpreter prior to your appointment.

Type	Short	Long
Duration	30 minutes - 15 minutes with nurse followed by 15 minutes with GP	45 minutes - 15 minutes with nurse followed by 30 minutes with GP
What is covered	Our nurse will perform baseline clinical observations (weight, height, blood pressure etc) to maximise your time with your GP. Your GP will collect information about your medical history, medications, family history and check that you are up-to-date with preventative health screening. You may request repeat scripts or renewal of your existing referral during this session. Unfortunately, there will not be enough time to cover other issues so please choose the Long appointment if you have other issues to cover.	Our nurse will perform baseline clinical observations (weight, height, blood pressure etc) to maximise your time with your GP. Your GP will collect information about your medical history, medications, family history and check that you are up-to-date with preventative health screening. Your GP will have time to cover one medical issue during this consult. If you have a 'list', please provide your GP with this at the start of the consult so together, your GP and you can prioritise and re-book follow-up appointments to cover all your needs.

Fees	We are a private-billing practice. Fees depend on appointment duration and services provided. Please refer to our website (Fees).
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Bookings, arrivals and cancellations

The most efficient way to book and manage your appointments is via our **AMS Connect app** which you can download for free in your App store, and follow the set-up prompts accordingly. You can also add family members to this app and manage their appointments. Alternatively, you can choose to book/manage appointments online via our website or call our friendly receptionists at 03 90883258. We send SMS appointment reminders for you to confirm your appointment; please save our practice mobile number in your contacts to help prevent messages going to Spam. Please arrive on time and let us know promptly if you are running late or cannot attend. Fees apply for late cancellations, late attendance and missed appointments in accordance with our policy. Walk-ins cannot be guaranteed an appointment and will be triaged accordingly.

Our services and fees

We offer standard general practice services and some specialised services such as Shared antenatal care, Skin checks and excisions, intra-uterine device (IUD) and contraceptive implant insertion/removals, Menopause management, Medical Termination of Pregnancy, PrEP prescribing and LGBTQIA+ health. We also have allied health professionals working on-site (see Allied Health on our website). We are a **private billing practice** and our fees are listed [here](#).

Your test results and follow-up

Please agree on a follow-up plan with your GP whenever tests are ordered. Please do not assume that no news means a normal result. If you have not received the expected notification, please contact us. Please book a review to discuss results when advised; urgent or significant findings may require prompt contact. Please keep your contact details up to date. You can request a copy of your results through our website or view available results in My Health Record. Please refer to the Patient Information sheet on our website for more details.

Contacting us and urgent concerns

For any medical emergencies, please call 000. For urgent care when we are closed, please refer to the after-hours arrangements on our website. For safety reasons, most patient requests outside a consultation will require clinical review via an appointment. Please do not use email, our website contact form, or SMS to manage appointments or raise clinical concerns. For appointments or urgent concerns during opening hours, please call reception.

Privacy, identification and records

For your safety, we ask you to confirm at least three patient identifiers. Your health information is handled confidentially in accordance with our Privacy Policy. Please discuss with your GP completing a third-party consent form if you would like someone else involved in your care. Please refer to our website for information about access to and transfer of records, My Health Record and AI scribe technology.

Repeat prescriptions, referrals and medical certificates

You can request repeat prescriptions, referrals and medical certificates not requested during your appointment through our website, where clinically appropriate. Please follow the online prompts. Fees apply. An appointment may be required if your request is declined by your GP.

Infection prevention and respectful care

If you have fever, respiratory symptoms or another potentially infectious illness, please book an **Infectious appointment** and contact reception before entering the clinic for arrival instructions. We welcome diversity and expect respectful behaviour towards patients and team members. Please refer to our website for assistance animal and accessibility arrangements.

Stay connected and informed

Sign up for our weekly email newsletter or follow us on social media (@thecranegp) for the latest clinic news, health updates and services. Please refer to our website for up-to-date Patient Information and fees.

Feedback

We are a responsive and progressive team. We welcome constructive feedback to improve our services and your care. Please send written feedback to pm@thecranegp.com.au or through our website contact form. [Google Reviews](#) also help us grow and help others find good care at our clinic.

Thank you for choosing The Crane General Practice.