



TCGP Practice Information Sheet





Address	35 Queens Parade, Clifton Hill, 3068.
Opening Hours	8:30am – 5:00pm Monday – Friday 8:30am – 6:30pm Tuesday
Phone	03 9088 3258
Fax	03 9088 3257
Email Address	admin@thecranegp.com.au Note, this email is not under constant monitoring and should not be used for clinical matters or enquires. Please call the clinic to discuss clinical matters.
Our Practitioners	General Practitioners: Dr Shueh Hwuei Lim Dr Dustin Sprigg Dr Lauren Harrison Allied Health: Kat Carter Physiotherapy Wave Psychology Nurses: Laura Marshall Rachel Williams
Our Administration Team	Practice Manager: Rachael Huett Receptionists: Grace Klimek Finella O'Connor Dorothy Koay
What kind of billing does your clinic use?	We are a privately 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.
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 processed 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.
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, physiotherapy and pilates, mental health consultations, PrEP prescribing, medical termination of pregnancy, men's health and LGBTQIA+ Health.



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How do I make a booking?	You can make a booking for General Practice and Physiotherapy services via our website or by calling the clinic during opening hours. General Practice patients can also book appointments via our app AMS Connect.
Can I request a repeat script without a consult?	Yes, you can. Script requests are available on our website thecranegp.com.au , via our app AMS Connect and through calling the clinic reception team. Up to two scripts can be requested at a time for a fee of \$25 or \$30 depending on urgency and mode of delivery.
I need to see a GP after hours, where can I go?	Please contact the National Home Doctors Service on 13 74 25 or attend the nearest ED. In an emergency, please call 000.
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.
There are no appointments online but I need to see the GP today, what can I do?	We have a few reserved appointments every day to cater for patients who need medical attention on the same day. These appointments are not available online and patients are advised to call on the day to book in.
Where can I find your privacy policy?	Take a look at patient information on our website or scan the QR code below. 
Where can I find your email policy?	Take a look at patient information on our website or scan the QR code below. 
I would like to leave a review or feedback for the practice, where can I do this?	You can leave us a review on google by searching The Crane GP. Alternatively, you can talk to or email our PM Rachael pm@thecranegp.com.au to pass on any feedback.