

How do I transfer my medical records from another clinic to The Crane General Practice?

Complete the **Authority to Release Medical Records** form at www.thecranegp.com.au: **Patient Information - New Patients (including Dr Lim's patients from CMC)**.

Open the form, type away and save it.

How do I sign the form?

If you have a printer, please print it and sign it.
If you do not have a printer, please email the form to admin@thecranegp.com.au and we will return a copy to you where you can sign electronically.

Where do I return the form?

Please return the form to us (not your clinic).
You can email it to us at admin@thecranegp.com.au or drop it in our post box at 35 Queens Parade, Clifton Hill.
This will ensure we receive the form as soon as possible.

What happens next?

Once we receive your form, we will email/fax it to your other clinic within 1-2 business days.
We will then update you by email or phone so you can now ring your other clinic to organise payment for the transfer of your records.
When you have paid, please advise us by email/phone.

How would I know that my records have been safely transferred to The Crane General Practice?

We will send you an SMS/call you once we have received your records. We will follow up with you if we have not received your records 4 weeks after your have paid.

We hope this flow chart clarifies the process.
If you have any further questions, please email us at admin@thecranegp.com.au or ring us on **90883258**.