

THE CRANE GENERAL PRACTICE PATIENT INFORMATION SHEET



35 Queens Parade, Clifton Hill VIC 3068 | P. 03 9088 3258 | F. 03 9088 3257
 admin@thecranegp.com.au | www.thecranegp.com.au

FREQUENTLY ASKED QUESTIONS:

I need to see a GP after hours, where can I go?

Please contact Nurse on Call on 1800 022 222 or attend the nearest ED.

In an emergency, please call 000.

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.

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.

Opening Hours: Office & Phones
 8:30am – 5:00pm Monday – Friday
 8:30am – 7:00pm Tuesday
 9:00am – 12:00pm Saturday

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.

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 may not always be available online and patients are advised to call on the day to book in.

Phone: 03 9088 3258

Email Address:

admin@thecranegp.com.au

Note, this email is not under constant monitoring and should not be used for clinical matters or enquiries.

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, 4Cyte Pathology, physiotherapy, myotherapy and pilates, PrEP prescribing, medical termination of pregnancy, men's health and LGBTQIA+ Health.

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.

Our Team

General Practitioners

Dr Shueh Hwuei Lim
 Dr Dustin Sprigg
 Dr Lauren Harrison
 Dr Erika Tomlinson
 Dr Cathryn Liebau
 Dr Bronwyn Tidey
 Dr Jessie Rafeld
 Dr Dan Petske

Nurses:

Laura Marshall
 Aminee Dickenson

Allied Health

Physiotherapy

Kat Carter

Myotherapy

Leah Paterson

Podiatry

Phil Norman

Psychology

Shona Francey

Support Team

Leader:

Susan Johnson

Support Team / Receptionists:

Tiffany Vassilacos
 Lucinda Brown
 Verity Lane
 Dorothy Koay
 Charlotte Jones
 Natalia Martinez

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 via our app AMS Connect and through calling the clinic. Up to two scripts can be requested at a time for a fee of \$25 or \$30 depending on urgency and mode of delivery.

Quick Access to our Policies (or see hard copy in waiting room)



Privacy Policy



Email Policy



Telephone Policy