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## New patient information

### Welcome to The Crane General Practice

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.

### Booking your appointments

We offer 2 appointment types for New Patients depending on your needs.

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	<ul style="list-style-type: none"><li>• Our nurse will perform baseline clinical observations (weight, height, blood pressure etc) for your GP to maximise your time with your GP</li><li>• Your GP will collect information about your medical history, medications, family history and check that you are up-to-date with preventative health screening</li><li>• You may request repeat scripts or renewal of your existing referral during this session</li><li>• Unfortunately, there will not be enough time to cover other issues so please choose the Long appointment if you have other issues to cover</li></ul>	<ul style="list-style-type: none"><li>• Our nurse will perform baseline clinical observations (weight, height, blood pressure etc) for your GP to maximise your time with your GP</li><li>• Your GP will collect information about your medical history, medications, family history and check that you are up-to-date with preventative health screening</li><li>• 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.</li></ul>
Fees	Upfront \$98, Medicare rebate \$41.20, your out of pocket cost \$56.80	Upfront \$195, Medicare rebate \$79.70, your out of pocket cost \$115.30

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 appointments online at [www.thecranegp.com.au](http://www.thecranegp.com.au) or contact our friendly receptionists at 03 90883258.

### 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 a physiotherapist, a

myotherapist and psychologists working on-site (see Allied Health on our website). We are a private billing Practice and our fees are listed [here](#).

### **Patient Information and FAQs**

You can refer [here](#) for our Practice policies including Privacy and Email policies. We also have a [FAQ section](#) where you can search and have your questions answered, hopefully saving you time from waiting over the phone.

### **Results**

When your GP orders a test for you, you should always receive an SMS within 2 weeks of the test (unless specified otherwise) to advise you of the outcome from your test. If you do not receive an SMS, we may not have received your result so it is important you ring the clinic to follow this up. It is your responsibility to follow up your test results with your GP. If there are any URGENT abnormal results, our team will contact you and book you in for an appointment with your GP in a timely manner.

### **Staying in touch with us**

The best way to stay in touch with updates from our Practice is to follow us *@thecranegp* on Instagram and Facebook. We will send an SMS campaign (and soon, email) for important announcements relating to preventative health activities or changes to our clinic policies to ensure you are well-informed. Our friendly receptionists are also available to answer your calls on 03 90883258.

### **Feedback**

We are a responsive and progressive team, so we value your feedback to improve what we do to meet your needs. You can provide a [Google Review](#) or leave a feedback on our [website](#).

**Thank you and we look forward to meeting you at the Practice.**