

Specialist Clinics is located in the Medical Consulting Suites building (Building E)

## Medical Consulting Suites

### Specialists Clinics

#### Clinic Hours:

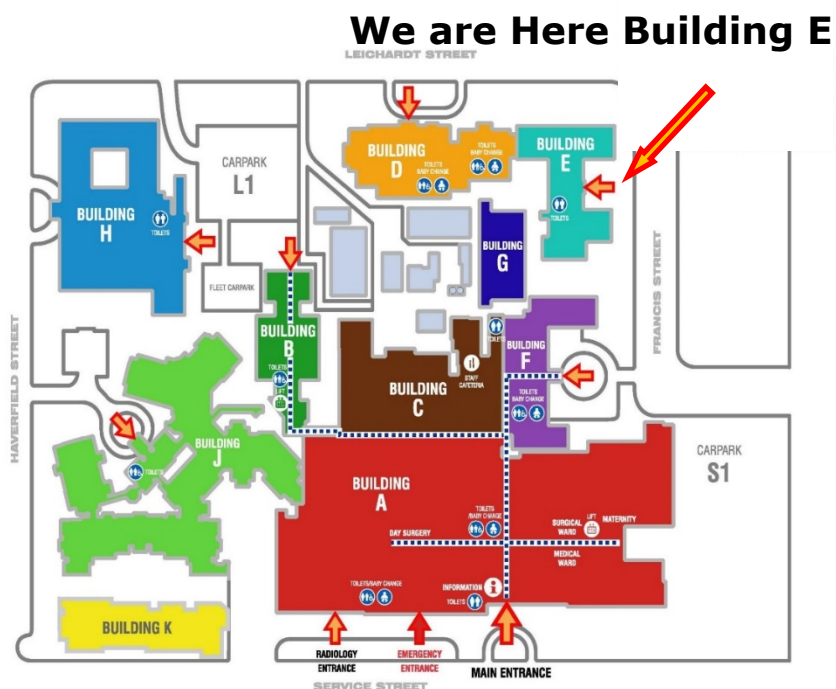
Monday—Friday  
8.45am—5.00pm

Email: [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

25 Francis Street

PH: (03) 5485 5864

Fax: (03) 5485 5885



## **How to access the Specialist Clinics**

You will need a referral letter from your GP, medical specialist or Nurse Practitioner. Your GP will need to send your referral to us, or you can do it yourself.

Please let us know if you require access to an interpreter. Echuca Regional Health has access to a free telephone interpreting service in all languages.

## **What should I do until my appointment?**

Your GP is an important partner in your health care. It is advised to continue attending your regular appointments with your GP while awaiting your upcoming appointment.

## **Where do I park?**

There is on-street parking in Francis St and Leichardt St – time limits apply. Clearly signed disabled parking is also available.

Present to the main reception desk on arrival to let staff know you have arrived.

## **What do I need to bring to my appointment?**

- Your appointment letters.
- Any relevant cards (i.e. Medicare, Healthcare card, Aged pension, DVA).
- A list of your current medications.
- Any relevant test results or X-Rays from outside ERH.
- A list of questions you want to ask your specialist.

## **It is important that you let us know if:**

- You change your address or telephone number.
- You change your GP.
- You require an interpreter.
- You are unable to attend or no longer your appointment.

## **How is my privacy protected?**

Unless you tell us otherwise, we will inform your referring clinician and your GP of the outcome of your Specialist Clinics consultation.

## **Feedback**

Your feedback helps us to improve our service, so we welcome your comments. We like to discuss and resolve concerns as soon as possible, so speak to our staff, or ask to speak to the Specialist Clinics manager.

You can provide more formal feedback in various ways:

- Complete the Feedback Form – ask our staff to provide you with one.
- Via our website – Feedback tab or [www.erh.org.au/feedback](http://www.erh.org.au/feedback).
- Call our Consumer Feedback Officer 03 54 855 496.

If you remain dissatisfied with our response, you may contact the Victorian Health Complaints Commissioner for advice and support:

- Phone: 1300 582 113
- [www.hcc.vic.gov.au/make-complaint](http://www.hcc.vic.gov.au/make-complaint)

## **How to change or cancel an appointment.**

Please notify us as soon as possible if you are unable to attend your appointment or need to reschedule. Failure to attend a scheduled appointment may result in a fee, as determined by the doctor. To cancel or reschedule, contact Reception at **03 5485 5864**.

\*If you do not notify us in advance on two consecutive occasions that you cannot attend an appointment, your referral will be cancelled, your GP notified, and you will be discharged from our Specialist Clinics service.