

Telephone & Electronic Patient Communications

Telephone

The staff at Medika Health Clinic will always endeavour to answer calls as soon as possible, however, we often experience busy periods leading to longer than usual wait times. If we are not able to answer your call quickly, it is because we are helping another patient. We will answer your call as soon as we can.

Telephone Consults

The doctors at Medika Health Clinic regularly perform telephone consultations for their patients. Telephone consultations are bulk-billed, however this is only possible if you are an existing patient of the Practice. If you have never attended Medika Health Clinic in person, then you will be charged a flat \$40 Private Practice Fee for your consultation. The Private Practice Fee will not attract a Medicare rebate.

Voicemail

Medika Health Clinic does not take voicemail messages. If you are unable to wait on hold, please contact us at info@medikahealth.com.au. If you are experiencing an emergency, please present to your nearest emergency department.

Emails

Medika Health Clinic uses email to correspond with patients and other health care professionals. Our emails are digitally signed and encrypted using S/MIME (Secure/Multipurpose Internet Mail Extensions) which is the de facto industry standard for public key encryption.

The staff at Medika Health Clinic will always endeavour to respond to your emails as soon as possible, however, we often experience busy periods and cannot always respond immediately. If you need to discuss a matter urgently, we recommend calling the Practice on 08 6186 0283.

Conduct

Whilst we understand and can appreciate the frustration that, at times, we can all experience, we expect and insist upon our staff and patients alike being treated with respect at all times. We will not tolerate aggressive or abusive behaviour. This includes shouting and swearing. If a patient uses abusive or threatening behaviour, they will be required to sign a behaviour contract prior to returning to the Practice.