

## How to make an appointment:

Appointments can be made by calling 03 9801 6088 during business hours.

## What To Bring:

Please bring your Medicare card and healthcare/pension card to your appointment

## What to expect:

On the day of your initial appointment, you should aim to arrive 15 minutes early to fill out some paperwork. You will likely be seen by the nurse for a quick chat before seeing our doctor. You are welcome to attend alone or bring a friend or family member along with you for support

## Waiting for results?

If you have seen our GP and are waiting for results, please call to make a follow up appointment. You should not assume your results are normal just because we haven't been in contact



**Westfield Knox Ozone**  
**2 Capital City Boulevard**  
**Wantirna South**

**P 03 9801 6088**

**F 8677 9081**

**headspace.org.au/knox**

**E info@headspaceknox.com.au**



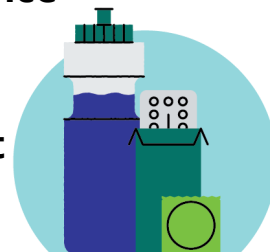
**headspace**

**Knox**

# let's talk GP Clinic

## Services we offer:

- Mental Health services
- Physical health
- Sexual health
- Acupuncture
- Information and advice
- Prescription medication
- Referral to specialist health services



## Clinic Hours

General Practitioner  
Thursday 12.30pm – 5pm

Acupuncture

Thursday 9.30am – 1pm

## Clinic Open Hours

Monday- Friday 9am-5pm

We are a bulk billing practice



After hours GP Service available  
For afterhours GP assistance please call  
13SICK 13 7425 or download the 13Sick  
app from the app store



Looking after you and your information-

### Communication Policy

Headspace Knox will endeavour to reply to all communication within 48hrs of contact. Please be mindful that we are closed on weekends and public holidays. If your query is urgent in nature, please let our reception staff know.

For your privacy we will only communicate with the patient or authorised third parties.

### Privacy Policy

We are obligated by law to maintain strict policies and procedures regarding access to your personal information.

We will only release personal information about you if you provide consent, unless there is a serious and imminent threat to life, health, safety or welfare, danger or abuse of a child/young person or pursuant to some types of court orders.

Our full client information privacy statement is available on the website [each.com.au](http://each.com.au)

### How we manage your information

Clients accessing headspace Knox GP clinic will have an electronic record containing information such as your name, contact details, advice you were given and other information relevant to the service provided to you. Your information is secure and can only be accessed by authorised staff.

### Complaints and feedback

If you have a complaint or are unhappy with any aspect of our services, we encourage you to speak directly with your service provider about the matter or, alternatively, ask to speak to their manager. If the issue has not been resolved satisfactorily you can contact the Complaints Officer on 1300 00 EACH (1300 003 224), or fill in a Feedback and Complaints form and mail it to EACH

## Our GPs:

Dr. Bronwen Trivett



Dr. Varun Kommidi



Dr. Libby Rochstein



Beck Wallis  
(Youth Health Nurse)

