



Realcare Health Clinic  
245 Park Street South Melbourne Vic 3141  
Ph 03 9699 1088 F 03 9699 1699  
[reception@realcarehealthclinic.com.au](mailto:reception@realcarehealthclinic.com.au)  
[www.realcarehealthclinic.com.au](http://www.realcarehealthclinic.com.au)

Practice information sheet:

RealCare Health Medical Clinic was established more than 20 years ago in the heart of South Melbourne. Our doctors aim to provide a holistic approach to medical care in a warm and friendly environment. Our Drs are committed to our patients and will always go the extra mile to offer preventative medical solutions.

Opening hours:

Mon-Wednesday 8-5.30PM

Tuesday-Thursday 8-5.30PM

Friday 8-5pm

Saturday and Sunday CLOSED

The Realcare Health Clinic offers medical services of GP, podiatrist, and dietitian/nutritionist.

A pathology service is provided by Dorevitch.

Our medical clinic also offers corporate medical services including pre-employment and insurance medicals, acute work cover and return to work assessments.

We are happy to receive communication via phone call, fax, email, SMS and via social media. We endeavour to reply as soon as possible, but depending on the nature of the request there may be a delay. Any questions of a medical nature will require an appointment either face to face or via telehealth (as long as a face-to-face appointment has been attended at our practice in the last 12 months)

We are a private billing medical practice. Bulk billing applies at the doctors' discretion to children under 16 years, Aged pension card holders over 65 & DVA. (Only on weekdays before 6pm).

Out-of-Pocket before 6pm:

Standard consultations; \$53.15 Long consultations; \$97.10

No bulk billed consultations after 6pm or on weekends.

Please contact reception on 9699 1088 for more information.

You are entitled to a transfer of any health information held by us with a signed request from another health provider. You may access a copy of your own record with adequate notice after we receive a written request and a sufficient identification process. This may require photo ID.

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The follow up process regarding results ordered during a consultation will be explained during the consultation with the doctor. Recalls and reminders are routinely sent by SMS via the HotDoc platform. You can choose to opt out of SMS contacts. In some circumstances a phone call and/or letter will be used for contact. It is important that we can communicate with you for urgent matters so we will collect information on next of kin and emergency contact (they may be the same person).

Our Privacy Policy is available on request from the practice manager, in printed or electronic form and on our website. This policy will tell you how your information is used and how you may access this. If you have any concerns about your privacy or access to information you may also contact the OAIC. Generally, the OAIC will require you to give them time to respond, before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 336 002.

We welcome feedback in writing via hard copy and email.

All received letters will be acknowledged and a response will be sent to you within 30 days.

If you wish to make a formal complaint to a third party you can discuss this with the practice manager, or find more information on the following websites:

<https://www.health.vic.gov.au/participation-and-communication/how-to-make-a-complaint-about-a-health-service-provider>

<https://hcc.vic.gov.au/make-complaint>

<https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx>

<https://www.ahpra.gov.au/Notifications/How-to-submit-a-concern.aspx>