



Epping Road Family Clinic  
Shop 2/80h Epping Road  
Epping, VIC 3076

## Practice information sheet

### **Our Practice:**

Our practice is led by a team of an experienced General Practitioner and supporting Staff. Our GP, Dr Wafek, served the local community in Epping North and Lyndarum for over 8 years. He continues to serve a large number of patients from Lyndarum, Epping, Wollert, Lalor, Bundoora, Mill Park, Mernda and South Morang. Our team spares no effort in providing high quality professional care to promote health and prevent diseases. Our priority is the wellbeing of you.

### **Appointments:**

Appointments can be made over the phone by calling 03 9401 5468 or online by visiting our webpage on <http://www.eppingroadfamilyclinic.com.au> or by clicking [here](#)

### **Opening hours**

Please check at our website

### **Out of normal opening hours**

If you need a doctor outside the practice normal opening hours, please contact NATIONAL HOMEDOCTOR SERVICE on 13 74 25 or book online by clicking [here](#)

### **Billing:**

Please refer to our billing policy on our website or check with our reception staff

### **Communication:**

If the doctor needs to see a patient to discuss results, letters from hospitals or specialists, the patient will receive an SMS/text message, using the mobile number provided by the patient, notifying him/her of the need to make an appointment with the doctor. If the patient does not contact the practice, the practice will try contacting the patient using the phone numbers registered with the practice. If the patient still does not contact the practice, a written letter will be sent to the address registered with the practice. We do not use emails to discuss letters or results. You may contact the doctor and leave a message with the receptionist if you are unable to attend due to a disability and the doctor will call you back at the end of his/her clinic.

### **Management of health information:**

All patients' information is electronically and securely stored as computerised records. A copy of health records can be obtained. Please ask the reception staff for assistance.

### **Feedback and complaints:**

Please use the suggestion box or write to the practice manager if you have a suggestion or would like to make a complaint. Please ask reception staff for assistance.

### **Follow up for results:**

For urgent results, our staff will try contacting you by telephone. They will be assisting you to make an appointment with the doctor on the same day. If we are unable to contact you by telephone, we will send a letter in the post on the same day urging you to make an urgent appointment with the doctor.