

Before you schedule a telephone consultation

Please read

- ✚ The doctor will verify your identity during the phone consultation using 3 identifiers.
- ✚ Be in a quiet room during the telephone consultation
- ✚ Do not put the phone on speaker or car Bluetooth
- ✚ Clinical photos and documents can be emailed to admin@eppingroadfamilyclinic.com.au
- ✚ The call may disconnect during the consultation. The doctor will try to call you back.
- ✚ During the telephone consultation, there may be times where there are pauses/silences when the doctor is looking up information in, or typing notes into, your record. The doctor will still be listening to you.
- ✚ The temporary changes to providing prescriptions to patients mean we can email or fax a digital copy of a prescription to your email and/or your chosen pharmacy.
- ✚ Signatures are not required on pathology or diagnostic imaging requests, nor on referrals to other specialists. They are still required for medical certificates.