

### Reminder System

The Medical Centre is committed to preventative health care and offers a reminder service for routine screening and care appropriated for your needs. Please advise the staff if you would like to be included in this service.

### Home Visits

Visits can be arranged in certain circumstances. Please contact the receptionist to discuss your needs. Remember, always call the ambulance service on **000** if you are experiencing severe pain or illness at any time.

### Compliments and Complaints

If at any time you have a concern, comment or suggestion please do not hesitate to contact the Chief Executive Officer on 02 6071 5200 or write to PO Box 77, Tallangatta VIC3700 or contact the

Health Services Commissioner, 30th floor  
570 Bourke Street, Melbourne 3000  
Phone: 1800 136 066

Tallangatta Health Service is a flexible and dynamic provider of services that meets the changing needs of our rural community



**Tallangatta Health Service**  
is a  
**smoke free facility**

Last reviewed November 2010

### Services Available at Tallangatta Health Service.

- Activity Day Centre
- Acute Hospital Care
- Asthma Education
- Bolga Court : Residential and Respite Care
- Diabetes Education
- Dietician
- District Nurse
- Exercise Classes, and Strength Training
- Home and Community Care
- Lakeview Nursing Home Residential Care
- Medical Centre
- Meals on Wheels
- Physiotherapy
- Podiatry
- Respite Care
- Room Hire
- Social Worker
- Women's Health

For more details:  
Telephone Reception  
02 6071 5200



An AGPAL Accredited Practice



### MEDICAL CENTRE

**Dr. Ashish Ahuja**

**&**

### Visiting Locum Doctors



**25 BARREE STREET  
TALLANGATTA**

### Postal Address

**PO Box 77  
Tallangatta  
VIC. 3700**

**Phone: 02 6071 5270**

**OR**

**02 6071 2627**

**Fax: 02 6071 2572**

**Email: [THS@ths.vic.gov.au](mailto:THS@ths.vic.gov.au)**

[www.tallangattahealthservice.com.au](http://www.tallangattahealthservice.com.au)

## Location & Staff

The Medical Centre is an accredited service and is located in the main health service building. The entrance is via the main reception area. Parking is available at the front of the main building or on Barree Street. Disabled Parking is adjacent to the main entrance.

The Medical Centre staff are employed by Tallangatta Health Service and consist of 1-2 Doctors, nurses and receptionists.

## Surgery Hours

Appointments may be booked by phone or in person from 9.00am to 1.00pm and from 2.00pm to 5.00pm  
Monday to Friday.

**02 6071 5270 OR 02 6071 2627**

When making appointments, assess the time you think necessary for the appointment as full medical checks, insurance examinations, complex medical problems, removal of lesions etc. all require extra time, so a double appointment should be booked. If you are unsure about needing a long appointment, please ask the receptionist. Whilst the Doctors aim to keep patients waiting times as short as possible, delays may occur if doctors are called to manage urgent cases or emergencies.

## Confidentiality-Privacy and Health Information

Your medical record is a confidential document. It is a policy of this Practice to maintain security of personal health information at all times to ensure that this information is only available to authorized members of staff.

## Payment

Payment is required at time of consultation by cash, cheque, Mastercard or Visa card. Children under 16 years of age and pensioners are bulk billed. Health Card holders are charged reduced rates. If you have any difficulties in paying our fees please discuss it with us.

## Test Results

A follow up appointment is usually required to receive blood and X-Ray results. Telephone advice will only be made if authorized by your doctor.

## Prescriptions

Check your medications regularly and ensure you have sufficient supply until your next appointment. Telephone requests will not be taken unless previously arranged with your Doctor. As this service is not covered by Medicare, the Practice charges a fee of \$5.00 for this service. A maximum of three prescriptions can be issued (\$15.00 fee)

## After Hour Services

Due to the limited number of Doctors employed at the Tallangatta Health Service (THS) and the unavailability of a local locum service, it is not possible to provide a scheduled after hours service. A triage service is available at the THS on **02 6071 5200** or through the government sponsored Nurse On Call Service **1300 606 024**. The nearest staffed 24 hour service is Albury Wodonga Health—Wodonga Campus, Vermont Street Wodonga, a 45km drive by road. If URGENT CARE is required please telephone the Rural Ambulance Service on **000**

## Other Services

The Doctors at this surgery may make referrals where appropriate to suitable specialists in the area.

A female GP visits the clinic every 6 to 8 weeks. Appointments can be made through the Medical Centre.

Adult booster and child vaccinations, flu and pneumonia vaccinations are available.

The Doctors and clinic staff can also refer you to other service providers such as Diabetic and Asthma Educators, Counsellors, Physiotherapists, Home and Community Care and District Nurses.