

## Other Services & Helpful Contacts

- 1800Respect 24/7** - 1800 737 732  
**Family Violence Support**  
**Beyond Blue** - 1300224636  
**Lifeline** - 131114  
**Dementia Australia** - 1800100500  
**Alcohol and Drug** - 1800888236  
**Counselling & Referral**  
**Line 24/7 confidential**  
**Gateway Health Drug - (02) 60228888**  
**& Alcohol Services**  
**Mensline Australia** - 1300789978  
**Kid's Helpline** 1800551800  
**North East Adolescent - (02) 60517900**  
**Mental Health**  
**Maternal & Child - (02) 60761257**  
**Health Services**  
**Parentline** - 132289  
**Problem Gambling** - (02) 60228888  
**Quitline** - 137848

**In an Emergency Dial 000**

### OUR VALUES:

Integrity  
Caring  
Adaptable  
Respect  
Excellence

**We're here to help our  
community**

**PO Box 77  
25 Barree Street  
Tallangatta  
VIC 3700**

**Contact:**

**P: 02 6071 5270**

**E: [medicalcentre@ths.org.au](mailto:medicalcentre@ths.org.au)**

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

### Feedback:

If you would like to provide feedback regarding our services and any suggestions please do not hesitate to:

Request a feedback form

Or

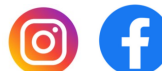
Contact an Executive Officer on  
(02) 6071 5200

Or

Scan the Care Opinion QR code below and provide feedback.



@tallangattahealthservice



*"Empowering people for health"*

**Tallangatta  
Medical Centre**

**P: 02 6071 5270**



### Location & Staff

The Medical Centre is an accredited service and is located in the building to the left of the hospital main entrance. Parking is available at the front of the Medical Centre in areas marked or on Barree Street. Disabled Parking is in front of the Medical Centre entrance. The Medical Centre staff are employed by Tallangatta Health Service and consist of Doctors, Practice Manager, Practice Nurses, Nurse Practitioner, Diabetes Educator and Reception staff.

### Booking Appointments

Appointments may be booked by phoning (02) 6071 5270 or in person during office hours or via HotDocs accessible via THS website. Regular appointment times are 15 minutes, if you feel you need longer please discuss with the receptionist at time of booking. Appointments for health assessments, complex medical problems or removal of lesions, all require extra time.

### Monday to Friday Hours:

8.30am - 1.30pm 2.00pm - 5pm  
Closed Public Holidays

### Walk-in appointments

We operate on an appointment system and reserve appointments for emergencies each day which are filled at the commencement of each day.

### 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.

### Tallangatta Medical Centre Services:

- Routine GP services
- Referrals to Specialist Services
- Vaccinations: Child & Adult
- Diabetes Education
- Women's Health
- Obstetric Care
- Chronic Disease Management/ECG/Spirometry
- Age related Health Assessments
- Skin lesion treatment
- Sexual Health
- Asthma management
- Continence management
- Pathology

### 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 for prescriptions.

### Results

A follow up appointment is usually required to receive results. Telephone advice will only be made if authorised by your doctor. The Medical Centre will contact you regarding any urgent results.

### Confidentiality-Privacy and Health Information

Your medical record is a confidential document. It is a policy of the Medical Centre to maintain security of personal health information at all times. Information is only accessed by authorised members of staff for the purposes of improving or enhancing your health care.

### Contacting Your Health Professional

Phone calls to your doctor will be put through initially to the Practice Nurse if available or the Nurse will return your call as soon as possible. The Nurse will then discuss any concerns with your Doctor and get them to phone you back as required. If your Doctor has asked you to phone, please advise reception and you will be put through or a message will be taken for the Doctor to return your call as soon as possible.

### Reminder System

The Medical Centre is committed to preventative health care and has a recall system in place for routine screening and care plans. You may get a phone call, text message or letter from time to time from the Practice Staff requesting you make an appointment.

### After Hour Services

**THS Urgent Care Centre** 6071 5208  
**Nurse On Call Service** 1300 606 024  
**Afterhours GP helpline** 1800 022 222

Alternatively attend the Emergency Department at Albury Wodonga Health:

**Wodonga Campus:** 02 6051 7111  
**Albury Campus:** 02 6058 4444

If emergency medical care is required please call Emergency Services on **000**

### Mixed Billing Clinic

Tallangatta Medical Centre is a mixed billing clinic. Health Care Card Holders, Pension Card Holders, DVA (Gold) Card Holders and Children under the age of 18 years are bulk billed for GP consults. All other clients will incur a \$30 out of pocket cost per consult. Certain assessments, dressings or non-Medicare visits may incur a fee. Further information is available at time of booking. Payment is required on the day.