



Meadows Family Doctors

Unit 4, 59 Mawson Road | Meadows. SA 5201

www.meadowsfamilydoctors.com.au

reception@meadowsfamilydoctors.com.au

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Practice Information Sheet

Our Consulting Hours

The practice is open from Tuesdays to Friday on 9am – 5:30pm and alternate Saturdays

The practice is closed on Sundays, Mondays and Public Holidays

Our Services:

- General medical consultations, Preventive health including health check and screening activities, Chronic disease management, Skin checks, Immunisations and baby checks, Minor procedures and wound care

Appointments:

Please call our phone line or book online via our website or [hotdoc](#) for appointments. Urgent cases will be triaged appropriately.

Home Visits and Phone Calls

Home visits will be considered by the doctor if it is deemed appropriate and safe to do so. This is considered on a case by case basis. If you desire a phone call from your GP you will need to book a telephone appointment. You can book this via the same process as for face to face appointments

Billing Policy:

We are a mixed-billing practice. Consultation for Medicare Card Holders are Bulkbilled but procedures such as biopsies and excision of skin lesions may attract a fee. Please ask reception for details.

After Hours Care:

For urgent care after hours, call 13 SICK on: 13 74 25 or proceed to the nearest emergency department if safe to do so. The nearest Public Emergency Department is Mt Barker Hospital Emergency Department . 87 Wellington Rd, Mount Barker SA 5251. Phone: (08) 8393 1777 Details of after-hours consultations received at the practice are recorded in your health record.

Access to Records:

You may request access to your health records by speaking with reception. Some fees may apply.

Feedback and Complaints:

We value your feedback. In order to provide feedback of lodge a complaint, please kindly speak to our reception team or submit feedback via our website. You may also fill out a paper feedback at the practice. Be assured that your concerns will be promptly and transparently dealt with. If you are unhappy with our response, you may contact the Health and Community Services Complaints Commissioner via 1800 232 007 or <https://www.hcsc.sa.gov.au/>