

Practice Information Sheet

Practice Details

Address: 88 Uralba Street
Lismore NSW 2480

Website: www.grasstreemmedical.com.au
Online booking available at our website 24/7

Email: Please do not use for medical information and advice

Telephone: 6622 7091 (during office hours)

After hours: Message bank service
Emergencies ring **000** for ambulance
Contact Emergency Department at **Lismore Base Hospital 6621 8000**

Doctor Dr Victoria Yang (MBBS MSc FRACGP)

Practice Hours (by appointment)

Monday: 9:00 am – 5:00 pm
Tuesday: Closed
Wed – Friday: 9:00 am – 5:00 pm
Sat/Sun: Closed

Appointments

Longer consultations more than 10-15 minutes are available on request. They are usually preferred for new patients, health assessment, mental health care, nutritional assessment, and PAP smear and chronic medical conditions etc.

After hours

If you require medical care after hours, please phone **Lismore Base Hospital Emergency Department** on **6621 8000**. In case of medical emergencies, ring **000**

Results & Referral Review:

All pathology, radiology results and specialist's letters are reviewed by doctors. Please make an appointment to obtain results and to plan future follow-up care. Our reception staff **cannot** provide patients with medical results.

Telephoning your doctor

Doctors in this practice may be contacted by phone during normal surgery hours. If the doctor is unavailable, a message will be taken and your call returned as soon as possible. For urgent matters, your call will be addressed immediately.

Range of Services

As well as routine consultations, the following services are available:

- General Medicine
- Asthma & Diabetes Assessment and Care
- Children's Health & Immunisation
- Travel Advice and Vaccination
- Mental Health – Psychological Counselling
- Skin Check and Minor Surgery
- Chronic Disease Management and Health Assessment

Fees

We are private billing practice. Fees are payable at the end of the consultation by cash, EFTPOS or credit card. A list of commonly charged items is available at reception and upon request.

Reminder System

Our practice is committed to preventive care. You have the option of registering to receive reminder notices regarding health care services appropriate to your needs.

Feedback

We always welcome comments and suggestions regarding the care you receive at this practice. Please feel free to talk to the doctor or our receptionist, write to us or use our suggestion box provided.

You may also contact the Health Care Complaints Commission on (02) 9219 7444.

Privacy

Our practice has the Privacy Policy to maintain and protect your personal health information. A copy of our Privacy Policy is available at reception on request.