



Colour City Medical Practice

Communication Policy

Telephone Calls

Our switchboard is very busy early in the morning with patients making appointments. We would appreciate patients who have non-urgent queries to phone later in the day. Doctors who are busy consulting will return calls if they are able to spare time in their day. Emergency calls are an exception and will be taken immediately.

Electronic Communication

Electronic communication is available over email. We can be contacted at practice@colourcitymedicalpractice.com.au

Email messages will be forwarded to the appropriate doctor or staff member and a response will be provided in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on 6360 2388. Appointments can also be made and cancelled online. We currently use HotDoc as our online appointment provider.

Please avoid using email for appointment related queries.

Interpreter Services

If you require an interpreter, this will be arranged through TIS services prior to an appointment and is available for a wide range of languages. Please let reception know if you require this service.

Test Results

Where blood tests or other investigations have been ordered, you will generally need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results we will contact you to make an appointment.

Recall and Reminder System

Our practice is committed to preventative care. You have the option of registering to receive reminder notices regarding health care services appropriate to your care either by SMS or Post.