what to expect

On the day of your initial appointment, you should aim to arrive 15 minutes early to fill out some paperwork. You will likely be seen by the nurse for a quick chat before seeing our doctor. You are welcome to attend alone or bring a friend or family member along with you for support
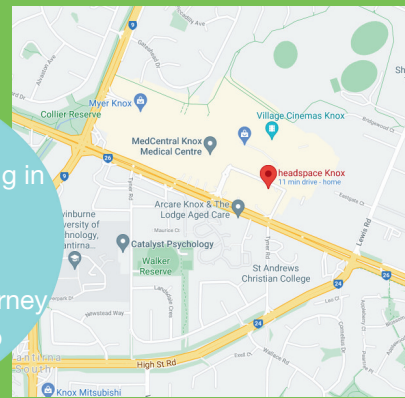
waiting for results?

If you have seen our GP and are waiting for results, please call to make a follow up appointment. You should not assume your results are normal just because we haven't been in contact

contact us

There is free 3 hr parking in Westfield Knox.

Visit www.ptv.vic.gov.au/journey to plan your bus trip

Westfield Knox Ozone
2 Capital City Boulevard
Wantirna South, VIC, 3152

Phone: 03 9801 6088
Fax: 03 8677 9081
Website: headspace.org.au/Knox
Email: admin@headspaceknox.com.au

General Practitioner Clinic Hours
Monday: 9am - 5:00pm
Tuesday: 9am - 5:00pm
Wednesday: 9am - 5:00pm
Thursday: 9am - 5:00pm
Friday: no General Practitioner
Saturday: Closed
Sunday: Closed

If you need to speak to someone urgently, please call Lifeline on 13 11 14, Kids helpline on 1800 55 1800 or 000 for emergency assistance
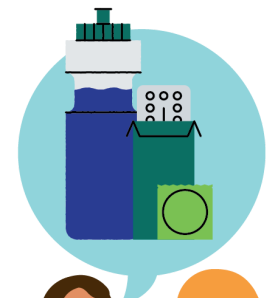
headspace
Knox

let's talk
GP Clinic

services we offer:

Mental Health services
Physical health
Sexual health
Information and advice
Prescription medication
Referral to specialist health services

making an appointment

Appointments can now be booked and managed through hotdoc - Visit www.hotdoc.com.au or download the app.
You can also call us on (03) 9801 6088 during business hours.

what to bring

Please bring your Medicare card and healthcare/pension card to your appointment

after hours GP service available

For afterhours GP assistance please call 13SICK (13 74 25) or download the 13SICK app from the app store

13SICK
NATIONAL HOME DOCTOR SERVICE

Looking after you and your information

Communication Policy
headspace Knox will endeavour to reply to all communication within 48hrs of contact. Please be mindful that we are closed on weekends and public holidays. If your query is urgent in nature, please let our reception staff know.
For your privacy we will only communicate with the patient or authorised third parties.

Privacy Policy
We are obligated by law to maintain strict policies and procedures regarding access to your personal information.
We will only release personal information about you if you provide consent, unless there is a serious and imminent threat to life, health, safety or welfare, danger or abuse of a child/young person or pursuant to some types of court orders.
Our full client information privacy statement is available on the website each.com.au

How we manage your information
Clients accessing headspace Knox GP clinic will have an electronic record containing information such as your name, contact details, advice you were given and other information relevant to the service provided to you. Your information is secure and can only be accessed by authorised staff.

Complaints and feedback
If you have a complaint or are unhappy with any aspect of our services, we encourage you to speak directly with your service provider about the matter or, alternatively, ask to speak to their manager. If the issue has not been resolved satisfactorily you can contact the Complaints Officer on 1300 00 EACH (1300 003 224), or fill in a Feedback and Complaints form and mail it to EACH

headspace welcomes feedback that helps us improve our services to young people and their families.

Our GPs

Dr. Bronwen Trivett

Dr. Carmel Swiggs

Dr. Natalie Barton

Dr. Purani Kumar

Our Nurses

Beck Wallis

Hayley Schmiedel

Em Radegonde

we are a bulk billing practice

medicare
Bulk Billing