

Appointments

Booking Appointments

Appointments can be booked via our reception staff or routine appointments can be booked online through our website newtownmc.com.au. Not all appointment times are available online so if you can't find something that suits or the matter is more urgent please call reception on 5221 5044.

How long are the appointments?

Routine appointments at Newtown Medical Centre are booked for 15 minutes, sometimes it might take less time, sometimes more. A routine appointment usually has time to deal with one or two issues.

If you have a number of things to discuss then to make sure you have more time you might be best to book a longer appointment. If you would like a longer appointment please ask reception when you book and they will book a 30 minute time slot.

SMS Reminders

As a courtesy we send out SMS reminders to your mobile phone the business day before your appointment. You simply need to follow the prompts to let us know if you are coming or not. You can always call reception and reschedule if that suits you better.

Do I need to tell reception why I'm coming in?

Generally our reception may ask if it is just for a routine appointment. If it is something like childhood vaccinations for example it is helpful for the staff to know when booking you in, to make sure they book the right length of time with the doctor and they can book the treatment room nurse as well.

We respect your privacy so you certainly don't need to let reception know. If you think it might be something more complex then asking for a long appointment time might be best.

What if two of the family are sick?

If you have more than one family member coming along to be seen by the doctor please let reception know and they will book individual appointments. This way we can make sure that you all get the time and attention you need.

If we keep you waiting.

Our doctors try their best to run to time but a variety of unforeseen circumstances can change that and we apologise. Sometimes things look like they will be running to time and then the appointment before you runs over time or there is an emergency we have to deal with.

We understand that people have busy lives and places to be so we will try and keep you informed of wait times.