



New Patient

Purpose

Lane Cove Family Medical Practice is committed to promoting efficient and fair access to patient services.

This policy outlines the procedures and requirements for all new patients attending Lane Cove Family Medical Practice. It is designed to ensure a smooth and efficient onboarding process, protect appointment availability, and support high-quality clinical care from your very first visit.

From time to time, we may make changes to this policy. We will update this policy to reflect any changes. A copy of this policy is accessible on the practice website www.lcfmp.com.au and in hard copy from reception staff.

Policy

When you book your appointment, you are holding an appointment that is no longer available to other patients.

We understand that there will be times when you may no longer be able to attend a scheduled appointment. We ask that you contact the Practice on 9427 7622 to let us know if you can no longer attend.

Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

We are a privately billing practice. Refer to our fees page for further information.

New Patient Registration

All new patients are required to complete a New Patient Registration Form prior to their first appointment. Please complete all of the details.

We encourage patients to complete the digital version of the form before arriving at the clinic to help streamline your visit. A

The registration form can be completed by clicking here:
m2a.tech/s?p=lcfmpONPF

The registration form includes, but is not limited to, the following information:

- Personal details (name, date of birth, mobile number, email, address)
- Medicare card and Pensioner/Concession card details
- Emergency contact information and next of kin
- Ethnicity, prefix (e.g. Mr, Ms, Mx), and gender identity
- Head of family for parents/carers representing children

If the form is not completed in advance, please arrive at least 15 minutes early to complete it in person.

Appointment Booking

New patient appointments can be scheduled via:

- Phone
- Email
- Our online booking system (accessible via our website at www.lcfmp.com.au)

All new patients are scheduled for a 30-minute consultation to allow the doctor sufficient time for a thorough initial assessment.

Appointment Confirmation

As a courtesy, our team will contact you by phone the day before your appointment to confirm attendance.

If we are unable to reach you, and confirmation is not provided, your appointment will be released to accommodate other patients.

