



#### 4. Appointment System: Mount View High School GP Clinic

**This practice uses HOT DOC appointment system used which is available on any computer, smart phone or tablet. Appointments can also be made through telephoning the practice.**

**Emergencies are categorised using standard triage categories before advising the patient to attend the clinic or hospital. All administration staff receive training in triage. Clinical staff are on hand at all times to assess and respond with advice**

Appointments for the school clinic are:

**ROUTINE:** As soon as feasible. Single appointment with doctor. Maximum 20-minute appointment

**COMPLEX:** New patient with Chronic Disease, 1<sup>st</sup> Antenatal visit. 30 minute appointment

**PREVENTIVE:** skin checks, health assessment.

**MENTAL HEALTH CARE:** Mental Health Care plan and referral from GP.

**HOURS OF OPERATION:** This service operates during school weeks each Wednesday between the hours of 10am and 2pm. The nurse will operate between the hours of 9.30am and 2.30pm.

Students are to present 5 minutes before appointment time. The front office has a list of student names with appointments.