

The Practice Website

Our website provides current information about our practice, including contact details, opening hours, services and important patient information.

Please visit:

www.mckinnonhillmc.com.au



Scan the QR code to visit our website

McKinnon Hill Medical Centre

Practice Hours

Monday | 8am – 8pm

Tuesday | 8am – 8pm

Wednesday | 8am – 8pm

Thursday | 8am – 6pm

Friday | 8am – 8pm

Saturday | 9am – 11am

(Telehealth appointments only)

Hours may vary with doctor's availability..

Electronic Communication & Your Privacy



Contact

Tel: 03 9999 7280

Fax: 03 8672 6624

After Hours: 03 7038 4744

Location

86 McKinnon Road
McKinnon VIC 3204

Email

info@mckinnonhillmc.com.au

Website

www.mckinnonhillmc.com.au

Electronic Communication & Your Privacy

Patient Information

We may communicate with you using practice-approved methods such as email, SMS, telephone, fax, secure messaging or telehealth, depending on your needs and the type of information being communicated.

Protecting your information

- We take reasonable steps to protect your personal and health information.
- We may confirm your identity and contact details before sending health information.
- Electronic communication can carry privacy and security risks.
- Please let us know promptly if your mobile number, email address or other contact details change.

Your consent

We may ask for your consent before sending health information electronically. If you contact us electronically, consent may be implied for an appropriate response.

You may ask us to use an alternative communication method where appropriate.

Please remember

Email and electronic messages are not monitored continuously and must not be used for emergencies.

For a medical emergency call 000 or attend the nearest emergency department.

How We Manage Electronic Messages

Messages are reviewed by authorised staff and directed to the appropriate person.

- Reception may acknowledge or forward your message but cannot provide clinical advice.
 - If your doctor or nurse is unavailable, important messages will be redirected or escalated where appropriate.
- Significant communications and actions are recorded in your health record.

Results & clinical advice

Your doctor determines the appropriate way to communicate results and clinical information. Sensitive, complex or potentially distressing information may require an appointment or direct discussion with a clinician.

Appointments

Please use our online booking system or contact reception for appointments, cancellations or changes rather than relying on email.

Response times

We aim to direct messages promptly, but response times depend on the request and clinician availability. If your matter is urgent, please telephone the practice.

Further information

If you have questions about electronic communication, privacy or your health information, please speak with reception.

Our full Privacy Policy and Patient Electronic Communication Policy are available from reception or on our website.

Reviewed August 2026

