

Quick Reference Phone Directory for GPs

Last updated 1st December, 2016

Referrals and Emergency advice

Advice/emergencies:

Telephone switchboard (03) 9929 8666 and ask for the Eye or ENT admitting officer.

Referrals and outpatient appointments:

Mail referrals to the Outpatient Booking Unit (OBU) Locked Bag 8, East Melbourne, 8002, or

Fax to OBU on (03) 99298404, or

Urgent referral: mark as "URGENT" (triaged within 48 hours) or telephone the OBU on (03) 9929 8500 to notify them you are sending an urgent referral.

Enquiries regarding patient appointments, waiting lists, reviews and alterations to urgency category should be directed to our Outpatient Booking Unit (We now have a GP priority line!). Phone 9929 8500 or email to info@eyeandear.org.au for a response within 2 working days.

Go to our [Pre-referral Guidelines or Referral Forms](#)

GP Liaison

Dr Lina Nido (works one day per week, usually Thursday)

Email: gpliaison@eyeandear.org.au Phone: (03) 9929 8187

Visit: [The website for GPs and other referrers](#)

Medical reports/letters

Requests for information about your patients can be faxed to OBU

Fax: (03) 9929 8404, or mailed to Outpatient Booking Unit (as above).

All requests must be received in writing on your clinic letterhead.

NB. If you are not the referring doctor, your request will need to be accompanied by the written consent of the patient. [Authority for release of details from a patient's Medical File](#)

For further information, please contact Outpatient Booking Unit on (03) 9929 8500.

Consumer Liaison Officer

Debbie Hailes manages the resolution of concerns raised by patients and their carers in relation to care received by hospital services.

Email: Debra.hailes@eyeandear.org.au or phone (03) 9929 8225 (Monday-Friday).

Pharmacy

Our pharmacists are happy to take calls from GPs with general queries regarding Ophthalmic or ENT medications and specific patient medication enquiries.

Phone: (03) 9929 8203 (Monday-Friday, 9am-5pm).

Surgical waiting list enquiries

If your patient is already on our surgical waiting list, phone (03) 9929 8553.

GP Education events

To be put on an email list to receive notifications of upcoming GP education events, please email gpliaison@eyeandear.org.au

For more information about upcoming GP Education events go to:

http://www.eyeandear.org.au/page/Health_Professionals/Referring_to_the_Eye_and_Ear/Education_and_training/

Clinical Attachments for GPs

To apply to do clinical attachments in our Emergency Department or outpatient clinics, please send an expression of interest, including your availabilities and your learning objectives by email to Geraldine.Apswoude@eyeandear.org.au or phone (03) 9929 8952.

Please refer to our [GP Observership brochure](#) and [GP Medical Observer Request Form](#) which can be found on

http://www.eyeandear.org.au/page/Health_Professionals/Referring_to_the_Eye_and_Ear/Education_and_training/

*Please note that we are not able to provide these attachments from December to February.