

What happens after my appointment?

A summary letter will be sent to you and your referring doctor. Be sure to state your preference for the delivery of test results during the appointment.

Being diagnosed with a genetic condition can be a life-altering experience. You can ask for another appointment if you have further questions or concerns.

The Genetic Support Network of Victoria (GSNV) provides information, support and advocacy. Contact GSNV on 03 8341 6315 or visit their website gsnv.org.au.

Your health information

VCGS is committed to providing safe quality care comprising of accurate information, support, privacy and confidentiality. Our work is underpinned by the principles of the Australian Charter of Healthcare Rights.

You have the right to expect VCGS to treat you and your information with respect and privacy. Our privacy policy is compliant with the federal *Privacy Act 1988* and the Victorian *Health Records Act 2001*.

You have the right to access your health information and VCGS promotes an open policy of providing you with access to your information. Ask your genetic counsellor or clinical geneticist how to request release of your medical information.

Victorian Clinical Genetics Services
Murdoch Children's Research Institute
Flemington Road, Parkville VIC 3052 Australia
P (03) 8341 6201 F (03) 8341 6212
W vcgs.org.au



Genetics clinic locations:

Metropolitan Melbourne

The Royal Children's Hospital 03 8341 6201

Regional Victoria

Albury/Wodonga; Ballarat
Bendigo; Geelong
Mildura; Sale
Shepparton; Traralgon
Warragul; Warrnambool 03 8341 6201

Tasmania

Hobart; LaTrobe; Launceston 03 6166 8296

Northern Territory

Darwin; Alice Springs 03 9936 6232

Frequently Asked Questions

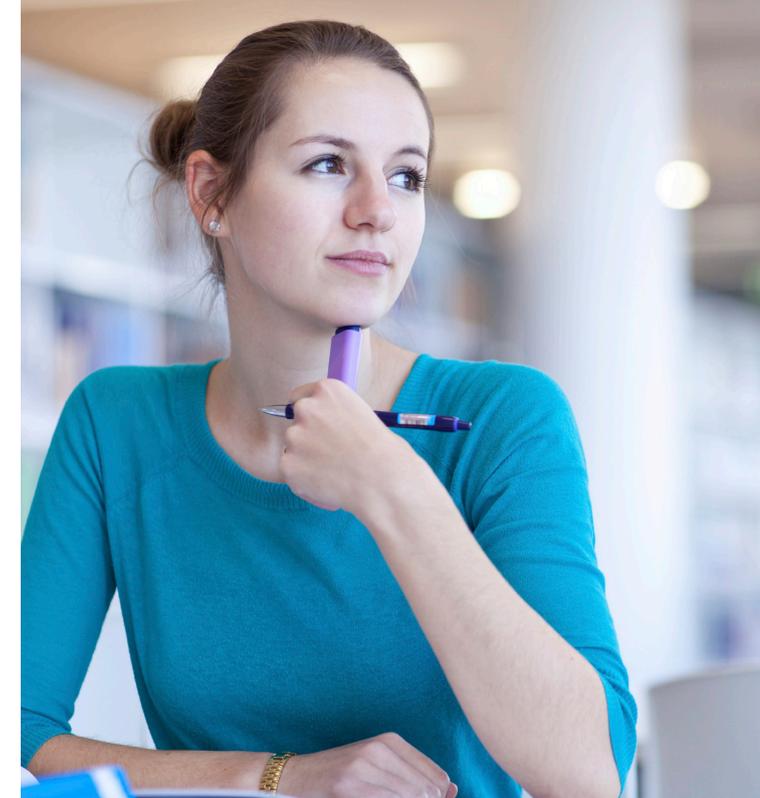
VCGS Clinical Services

If you have feedback

Your feedback is important to us. We want to hear about your experience with our service. Let us know when we get it right, how we can improve or, if you have a problem. Visit our website for more information.

Written feedback should be addressed to the;
Clinical Quality Liaison Officer
Victorian Clinical Genetics Services
Murdoch Children's Research Institute
50 Flemington Road, Parkville Victoria 3052.

P 1300 934 355
F (03) 8341 6389
W vcgs.org.au



About us

The Victorian Clinical Genetics Services (VCGS) is a specialist childhood, adult and reproductive genetics service. We offer a comprehensive range of clinical services, laboratory testing, counselling and support to help people with genetic conditions and their families make informed decisions about their health and wellbeing.

VCGS is a not-for-profit organisation with all proceeds going back into research. We are a subsidiary company of the Murdoch Children's Research Institute (MCRI), working in partnership with the Victorian Department of Health and other health care providers.

How do I arrange an appointment?

For you to be seen in a genetics clinic we need a referral from your doctor. The referral can be faxed or emailed to VCGS.

Fax: (03) 8341 6390

Email: vcgs.clinical@vcgs.org.au

Based on the reason for your referral and where you live, we will give you an appointment at the best clinic for you. Often you will receive a phone call from one of our genetic counsellors to discuss your referral and clinic appointment.

If English is not your first language, we can arrange an interpreter. If you need an interpreter, please let us know before your appointment.

How much does it cost?

A genetics clinic consultation is free of charge. If additional testing is required, there may be some out of pocket costs. Some genetic tests are not covered by Government funding such as Medicare. We will explain if any costs are involved at your appointment.

Patients with a Health Care Card and those eligible for a Carer Allowance may be entitled to discounted parking or travel assistance where they have had to travel greater than 100km to attend appointments at the Royal Children's Hospital.

These entitlements can be accessed through the Victorian Patient Transport Assistance Scheme (VPTAS), check their website, or, you can ask for an application when you attend the genetics clinic.

What can I expect?

Please arrive 20 minutes before your appointment as parking is limited at most hospitals.

A genetic counsellor or clinical geneticist will record your family and personal health history. They will ask questions about your relatives such as names, dates of birth and death, causes of death and general health. We also recommend bringing along a family member or a friend for your additional support because the information for some genetic conditions can be complex.

The clinical geneticist may need to do a physical examination. Draw their attention to any feature of concern to you. They may also wish to examine family members who are present. You can request a doctor of the same sex if you prefer.

You may be asked to have a blood test, usually at the same time. You can find out what is involved, if there are any costs and how long results take before taking any tests. In some cases, photos can assist with diagnosis. If you are not comfortable with this, please let your doctor know. We recommend that you ask questions and request written information. In some cases not all questions can be answered because no diagnosis is made.

How long will it take?

Appointments take approximately one hour but you should allow, two hours in case you need blood tests, x-rays or photos. Sometimes appointments take longer so you may be required to wait.

Who else will be at my appointment?

You will meet a clinical geneticist and, or, a genetic counsellor who will help you to understand the medical information and what it means to you and your family.

For some conditions, other specialists, such as a cardiologist (heart conditions), neurologist or orthopaedic surgeon (bone conditions) may assist.

We may ask your permission for a medical student, genetic counselling student, or social work student to join the appointment. If you are not comfortable with this, please feel free to decline.