



Moving Premises or Change of Business Name

When a practice decides to physically move locations or intends to change its name, there are a range of organisations and business stakeholders that need to be notified to ensure a seamless transition.

This checklist aims to assist by providing some important prompts, however, it is recommended that practice owners, principals and managers personalise this checklist and tailor it to your practice needs.

Notify

Patients and clients

- Post or email
- Sign on front door and waiting room
- Flyers
- Telephone message/on hold message
- Employers (pre-employment medicals, etc)

Other health care providers

- Pathology
- Radiology
- After-hours deputising service
- Local hospital(s)
- Silver Chain
- Home and Community Care (HACC)
- Aged care home
- Pharmacy
- Medical specialists and allied health providers

Department of Human Services

- Medicare Australia
- General practitioners' provider number(s)
- Practice Incentives Program
- Health Professionals Online Service (HPOS)
- Department of Veterans' Affairs (DVA)

Business management organisations

- Accreditation body, eg AGPAL or Quality Practice Accreditation
- Employee superannuation funds
- Australian Taxation Office
- Poisons License
- Banks and financial institutions
- Business trading name
- Accountant and professional advisors
- Professional memberships, eg Chamber of Commerce
- Creditors and debtors

Insurances

- Building insurance
- Contents insurance
- Medical defence organisation
- Practice medical indemnity insurance
- Practitioner indemnity insurance
- Practice principal's income protection

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.

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Postal services

- Redirection of mail
- Regular couriers

Stakeholders and support organisations

- Rural Health West
- WA Primary Health Alliance (WAPHA)
- General practice network (if applicable)
- Shire or local government authority

Suppliers

- Vaccines
- Medicines and consumables
- Medical instruments
- Stationery
- Software provider, eg Best Practice
- Equipment maintenance providers
- Security firm

Utilities

- Electricity
- Gas
- Water Authority
- Tele-communications
- Caller ID (change if practice changing name)
- Yellow pages and White pages

Subscriptions

- Magazines
- Medical journals

Change

Signage

- Road
- Building
- Front door
- Practice logo

Printing

- Letterheads
- Envelopes
- Address labels
- With compliments slips
- Business cards
- Appointment cards
- Prescription pads
- Promotional material, eg fridge magnets
- Patient information sheet
- Practice information sheet
- Fax cover template
- Letterhead and envelope template
- Practice software templates, eg letters, prescriptions, care plans, etc
- Return address stamp
- Policy and procedure manual

Electronics

- Website
- Domain name
- Email address signatures, eg MS Outlook ®
- Voicemail and after-hours message