

Moving Premises or Changing Business Name

If your practice is moving premises or changing its business name, you can make the transition as seamless as possible by actioning the relevant tasks from the checklist below.

Notify the following

Patients and clients

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

Other healthcare 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

Services Australia

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

Insurances

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

Business management organisations

- Accreditation body (e.g. AGPAL)
- Employee superannuation funds
- Australian Taxation Office
- Poisons licence/permit
- Banks and financial institutions
- Accountant and professional advisers
- Professional memberships
- Creditors and debtors

Postal services

- Redirection of mail
- Regular couriers

Stakeholders and support organisations

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

Suppliers

- Vaccines
- Medicines and consumables
- Medical instruments
- Stationery
- Software providers
- Equipment maintenance providers
- Security firm

Utilities

- Electricity
- Gas
- Water
- Telecommunications and internet

Subscriptions

- Magazines and medical journals

Update the following

Logo and signage

- Practice logo
- Front door signage
- Building signage
- Road signage

Printing

- Letterheads
- Envelopes
- Address labels
- With compliments slips
- Business cards
- Appointment cards
- Prescription pads
- Promotional material (e.g. fridge magnets)
- Patient information sheet
- Practice information sheet
- Fax cover template
- Practice software templates
- Letterhead and envelope templates
- Return address stamp
- Policy and procedure manual

Website, email and voicemail

- Website domain name and email addresses
(if changing business name)
- Website and social media
- Email signatures
- Voicemail and after-hours message

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