



Shop 2, 6 Ballantine Street, Gladstone Qld. 4680
Phone: 4978 1133 Fax: 49781199 email: gmc@primemedicals.com.au
Website: www.primemedicals.com.au

Dr Abi Kaka
Dr Amany Shebl
Dr Thi Thi Aung

Gladstone offers a wonderful environment to raise a family or just to relax, enjoy and absorb the beautiful beachside ambience and fantastic island views. Our close proximity to the port of Gladstone gives you the gateway to the barrier reef, and tourist locations such as Agnes Waters/1770 townships, Heron Island and the central Queensland Gemfields.

Gladstone is just a quick 1 hour flight from Brisbane and is serviced by Qantas and Virgin Blue.

Appointments: Please phone 4978 1133 for an appointment. Every effort will be made to accommodate your preferred time. Emergencies will be given priority and our reception staff will attempt to contact you if there is any unforeseen delay. Longer consultation times are available so please ask our receptionists if you feel your appointment is other than a routine visit. Please notify the reception staff on your arrival at the surgery. If you are unable to keep your appointment phone the surgery as soon as possible.

Hours: Monday to Friday 7.30am - 4.30pm

After Hours: This service we are unable to provide at the moment due to only 1 full time Doctor working. **Our answering machine states that if you are calling for a medical emergency, please hang up now and dial 000 immediately. Gladstone Emergency Department entry is via Park Street or call them on 4976 3200.**

Home Visits and Telephone Access: Home visits are available for regular patients whose medical condition prevents them from attending the surgery. Doctors may be contacted by phone during normal surgery hours. A message will be taken when the doctor is with another patient. In an emergency, please notify the receptionist who will transfer the call immediately.

Services Available: General check ups, preventive health assessments, pap smears, family planning, pregnancy tests, share care antenatal, ECG, heart check, lung function testing, hearing tests, vaccination: children and travel, minor surgery: stitching cuts, removal of moles and sunspots, liquid nitrogen for removal of sunspots and warts, industrial medical assessments, advice and consultation, sports medicine, and skin checks.

Results: While our reception team are unable to give results over the telephone, they are able to advise whether the doctor wishes to discuss them urgently, relatively soon, or at your next visit. Always phone the surgery to ensure that your results have been received and checked.

Translation Service: Please advise in advance if translation services are required so that suitable arrangements can be put in place

Fees and Billing Arrangements: Fees are payable at the time of consultation by cash, cheque, or EFTPOS. We provide mixed billing in the practice. We bulkbill children younger than fourteen years and adults over 65 years if they have a pension/health care card. For everybody else, the fee for a standard consult (15 mins) is \$90. All entitled veterans are bulk billed during surgery hours. Some companies have prior arrangements for the care of their employees. There is a private fee for Skin checks, excisions and toenail removals, \$30 for non-attendance, and \$200 for home visits. Please be aware that all private fees may not have a Medicare benefit. For more details on fees and services, please contact reception.

Reminder System: Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let us know at reception.

Feedback: We would like to hear your comments as they assist us with improving our services. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions, and complaints seriously. If we are unable to resolve an issue and you feel that you need to discuss the matter outside of the surgery there are several options available including The Medical Registration Board, AMA or Health Complaints Commission (3234 0272 or 1800 077 038) or Office of Health Ombudsman (133646).

Privacy: Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. If you require a copy of your medical record, please ask your treating doctor.