

# Harbour City Family Practice

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**IN CHILD HEALTH**

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**Appointments:** Please phone 07 4972 6470 for an appointment. Every effort will be made to accommodate your preferred time. Walk-in will be accepted but emergencies will be given top priority, and our reception staff will attempt to contact you if there is any unforeseen delay. The standard consultation time is 12 minutes. 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 of your arrival at the surgery. If you are unable to keep your appointment, phone the surgery as soon as possible. If you or a family member requires an interpreter service, we can organize this for you.

**Hours:**                      **Monday - Friday**                      **7 am - 5 pm**

**After Hours:** This practice provides 24-hour care for patients by the doctors of the practice. Please ring the surgery number and the answering service will advise you on how to contact the doctor on call.

**Home Visits:** Home visits are available to our patients whose medical condition prevents them from attending the surgery. This is not a BULK BILL service.

**Telephone Access:** GPs and nurses in the practice may be contacted during normal surgery hours. If they are patient, a message will be sent, and the reception staff will advise you when it is likely that the GP or nurse will return your call. Your call will always be put through to the GP in an emergency. You can also send us an email however emails or phone calls cannot replace a consultation. We send SMS messages if your doctor wants to discuss a test result with you.

**Services Available:** General checkups, 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: Wound care, removal of moles and sunspots, liquid nitrogen for removal of sunspots and warts, industrial medical assessments, advice and consultation, sports medicine, and skin checks. Driver's medicals.

**Results:** While our reception team are unable to give results over the telephone, they can 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 made in place. Our practice encourages patients to utilize the free Translating and Interpreting Services (TIS) - Doctors Priority Line (1300 131 450). The TIS is a free service available 24 hours a day via telephone at the time of consultation or onsite at the practice if 48 hours' notice is given.

**Fees and Billing Arrangements:** Normal consult 100% Bulk Billing for standard GP consults for anyone with a current Medicare card. There are out-of-pocket fees for procedures which will be discussed during consultation, and \$30 for non-attendance. All outstanding non-attendance fees must be finalized before any further bookings can be made. Private fees are for Medicals e.g., Commercial Driver's License, Pre-Employment medicals will incur an out-of-pocket Fee that is not Medicare Relatable.

**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.

**Management of Your Personal Health Information:** Your medical records are a confidential document. It is the policy to always maintain security of personal health information and to ensure that this information is only available to authorized members of staff. If you want access to your personal health records, ask our receptionist for assistance. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health>. You can ask reception for a copy of our privacy Policy.

**Feedback:** We would like to hear your comments. 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.

**Your Rights:** If you have a problem, we would like to hear about it. Please feel free to talk to the doctor, receptionist, or nurse. You may prefer to write to us. We take your concerns, suggestions, and complaints seriously. Our Practice Manager is responsible for following up on complaints. You can also contact: Medical Health Ombudsman (07) 30057000

**Nurses Names:** Debra, Anneka, Mandy, Charlee

**Reception Staff:** Leray, Kristy, Hailey