



# Slade Point Medical Centre

**1 Finch Street**

**Slade Point Qld 4740**

**Phone: 4955 2300**

## Patient Information Sheet

We would like to welcome you to our practice and provide the following information regarding our history, Doctors, staff and services

### History

The Practice commenced in 2000 with 3 Doctors. As an accredited practice with AGPAL we are committed to quality improvement promoting health, well-being and disease prevention to all patients. We are endeavouring to respect your rights and needs and do not discriminate in the provision of excellent care aiming to treat all patients with respect.

### Doctors

- Dr Vishwa Bhartiya
- Dr Murshed Khan
- Dr Alyson Turner
- Dr Abdul Khan



### Nurses

- Registered Nurses Judy & Ree

### Admin Staff

- Practice Manager Meaghan Baulch
- Receptionists Alana, Ferne, Melissa & Carly

### Practice Hours (by appointment)

- Monday to Friday 8am – 5.00pm
- Saturday and Sunday By appointment

### Receiving & Returning Telephone calls

It is a policy that our reception staff will take a message on your behalf and forward it to the GP. The GP will then make the decision to return this phone call or ask the reception staff or Practice Manager to phone you on their behalf.

### Smoking Policy

Slade Point Medical Centre is a Non Smoking Surgery.

### Appointments

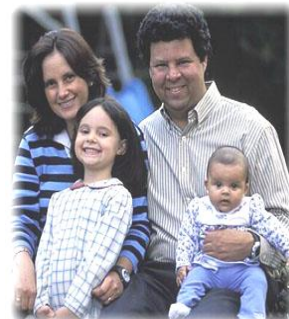
Appointments can be made at reception or by phoning **4955 2300** and we take pride in being able to offer an appointment within 24 hours. Emergencies will always be given priority and our reception staff will do their best to contact patients if there is an unforeseen delay.

It is requested that individual appointments are made for each family member even though you may all come together as only 10 minutes is allocated per appointment. If you feel you will require longer than 10 minutes, please let the reception staff know when booking your appointment.

If you are unable to keep your appointment please phone the practice to cancel or reschedule. This will allow your appointment time to be allocated to another patient. Failure to cancel appointments may result in deposits being made to hold appointment times for repeat offenders.

### Fees

Whilst we are a Mixed Billing Practice there are some items that are not covered under the Medical Benefits Scheme such as work medicals or overseas travel vaccinations. You will be advised of any fees in advance.



Your Medicare card will be validated online at each visit.

General consultations cost between \$80 and \$100 per visit and a Medicare Rebate is available straight away from Reception.

### After Hours Service

This practice provides 24 hour care for our patients.

If you require this service outside our practice hours, please call the surgery on **49552300** for further information.



Alternatively patients may attend Mackay Base Hospital out of hours. The hospital will keep us informed of the treatment they have provided to you. This is a free after hour's service for emergencies.

### Services Available

- Family planning
- Immunisations: children and travel
- Minor Procedures: Suturing cuts, removal of moles and sunspots, liquid nitrogen (Cryo therapy) for sun spots and warts
- ECG: heart check
- Check ups, Pregnancy Tests, Pap Smears, Spirometry, Ear Syringing
- Shared Ante-natal care
- Nutritional Advice, Diabetes Management
- Care Plans / Closing The Gap Program
- Work Insurance Medicals
- Coal Board Medicals inc. Mines Rescue
- Driving Medicals
- Pre-Employment Medicals

### Home and Other Visits

Home visits are available through the Surgery where clinically appropriate.



### Recall/Reminder System

As part of our ongoing care, we provide a reminder service to our patients with regard to immunisations, pap smears and general health check-ups.

### Medical Records

There is a minimum transfer fee of \$22.00 for medical records sent to another practice.

Anything over 20 pages will be charged at 50c per page thereafter.

### Test Results

A follow up appointment is required to obtain your tests results.



### Repeat Prescriptions

A follow up appointment is required to obtain a repeat prescription.

### Vaccine Purchases



We encourage patients to give the Receptionist any purchased immunizations immediately upon arrival prior to consultation to maintain correct storage temperature.

### Personal Details

It is our practice policy to update your Medicare Card, Healthcare/Pension Card (if applicable) and personal details at every visit. This allows us to keep your most current details should we need to contact you in emergencies.

### Patient Feedback Forms

Patients can provide feedback via our Patient Feedback Forms located at the reception desk. All feedback is appreciated to maintain and update quality service.

### Privacy and Confidentiality

This practice adheres to the provisions under the Privacy Act, therefore it is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised personnel. If you would like further information about our privacy procedure and release of information, please talk to your doctor or the receptionist.

### Your Rights

Your concerns are important to us. Please feel free to talk the doctor or receptionist, or write to us. We take your comments very seriously, however if you decide to take the matter further or feel that you need to discuss the matter outside this practice contact the Health Rights Commission at GPO Box 3089, Brisbane Qld 4001, or free call number 1800 077 308.