

## 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.

## 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.

## FEES

We are a mixed billing Practice. If you are on a Concession card (pension/healthcare) and/or under the age of 16 we can Bulk Bill your visit to any of our GP's.

If you don't have these cards there is a fee of \$85.00 for a standard consultation 10 minutes and \$115.00 for a long consultation, a Medicare rebate is available and if you have registered your bank account details with Medicare we can process this for you at the time of your visit!!

## PATIENT FEEDBACK FORMS & COMPLAINTS

At Slade Point Medical Centre we value all types of feedback given to us. There are a number of ways patients can do this and they include verbal feedback or even sending an email to [admin@sladepoint.com.au](mailto:admin@sladepoint.com.au) is a great way to let us know if there is something you would like to let us know we are doing well or if you feel there are areas that could be improved upon.

Patients have the right to feel comfortable to make a complaint and we can ensure you that this can be done both as a written format or verbally if required. All complaints should be directed to the Practice Manager. You also have the option to contact the state health complaints by visiting <http://www.oho.qld.gov.au/health-consumers/>

## TEST RESULTS

A follow up appointment is required to obtain your test results, however there are some circumstances where this may not be appropriate and we are happy to make alternate arrangements for you with the GP to discuss this in further detail, simply ask one of our receptionists for further details. When any type of results are completed they are actioned by our GP's and if you are required to arrange a follow up appointment we will contact you via telephone, mobile, SMS or letter to arrange the appointment.

## 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 Office of the Health Ombudsman at PO Box 13281, George Street, Brisbane Qld 4003, or call 133 646.

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# PRACTICE INFORMATION

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**"We Share...Your Care"**  
- Your Partners in health -

## SLADE POINT MEDICAL CENTRE

Shop 12/1 Finch Street, Slade Point

Phone: (07) 4955 2300

## OPEN 7 DAYS

### PRACTICE HOURS

Monday to Friday: 8am - 5pm

Saturday & Sunday:

10am to 2pm

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

### HISTORY OF OUR PRACTICE

The Practice commenced in 2000 with 4 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.

### PHONE CALLS TO OUR PRACTICE

It is a policy of our Practice that reception staff will take a message on your behalf and forward this to your treating GP unless the call is urgent.

If required the GP will return your call or advise Reception to phone you and advised you of the time the return phone call may happen.

There are at certain times our GP's will phone you to discuss medical issues which may be after 5.00pm each day.

### EMAILS TO OUR PRACTICE

Patients are also able to contact the practice via our email address [admin@sladepoint.com.au](mailto:admin@sladepoint.com.au). All emails are actioned confidentially and promptly to the relevant recipient.

### HOME AND OTHER VISITS

Home and other visits are available through the Practice where clinically appropriate.

### REPEAT PRESCRIPTIONS

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

### MEDICAL RECORDS

There is a minimum transfer fee of \$30.00 for medical records sent to another practice.

### OUR GP'S AND STAFF

#### GP's



Dr Vishwa Bhartiya, Dr Murshed Khan, Dr Malinda Leary, Dr Shirlina Das

#### NURSES

Registered Nurses Judy, Michelle & Ree  
Mental Health Nurse Phil

#### ADMINISTRATION STAFF

Practice Manager Meaghan  
Receptionists Samantha, Melissa, Nickola, Samantha, and Shae

### SERVICES AVAILABLE

- ◆ Family Planning
- ◆ Immunisations
- ◆ Minor Procedures - Mole Removal, Suturing Cuts, Cryotherapy for Sun Spots/Warts
- ◆ ECG, Spiro and Ear Syringing
- ◆ Coal Board / Pre Employment Medicals
- ◆ Chronic Disease Management
- ◆ Work Cover / Work Insurance Medicals

### APPOINTMENT INFORMATION

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.

### AFTER HOURS CARE & INFORMATION

Should you require assistance outside our normal hours of Practice you can call the Practice on 4955 2300 and listen to the answering machine message to obtain the after hours contact number. Alternately you can phone the Mackay Base Hospital, 475 Bridge Road, on 4885 6000.

### 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.