

PATIENT SERVICES

- Antenatal Shared Care
- Asthma Management
- Complete Check-up
- Counselling
- Diabetes Management
- Drivers Licence Medical
- ECG
- Family Planning Advice
- Full Skin Examinations - skin cancers, moles, warts & sunspots, solar damage.
- General & Family Medical Practice
- GP Management Plans for chronic illnesses
- Health Assessments
- Hearing tests
- Implanon insertion & removal
- Insurance Medicals
- Men's & Women's Health
- Minor Surgery – stitching cuts, removing skin cancers, plastering fractures
- Paediatric Care
- Postnatal Care
- Pre-employment Medicals
- Sexual Health
- Spirometry
- Travel Medicine
- Vaccinations
- Veteran Affairs
- Weight loss supervision
- Well Baby & Child Checks
- Workcover

ALLIED HEALTH SERVICES

- Psychologist
- Dietitian
- Visiting Specialist



Tips for Safer Health Care

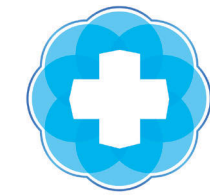
- Be actively involved in your own health care.
- Speak up if you have any questions or concerns.
- Learn more about your condition or treatments.
- Keep a list of all the medications you are taking.
- Understand the medicines you are taking.
- Get the results of any test or procedure.
- Discuss your options if you need to go to hospital.
- Make sure you understand what will happen if you need any test or procedure.
- Make sure you, your doctor and your surgeon all agree on exactly what will be done.
- Before you leave hospital, ask your health professional to explain the treatment plan you will use at home.

1st Floor, 6/296 Oxley Road
(Corner Long Street)
P O Box 2159
GRACEVILLE QLD 4075
OPEN 7 DAYS



**Accredited
General Practice**

PRIVACY: You can be assured that your information is treated as private & confidential. All patient records are treated within the guidelines of the National Privacy Principles available at www.privacy.gov.au



**GRACEVILLE
MEDICAL**



Information Sheets For Patients

Website: www.gracevillemedical.com.au

Appointments:

Phone: 07 3379 1831

Online: APPOINTUIT on our website
or your phone

Extended Opening Hours:

MON-FRI: 7am-7pm

SAT, SUN & PUBLIC HOLIDAYS: 8am-2pm
Closed Xmas Day

After Hours:

NATIONAL HOME DOCTOR SERVICE

13 SICK or 13 74 25

Or call surgery for further options

CONTACT US:

PHONE: 07 3379 1831

EMAIL: admin@gracevillemedical.com.au

APPOINTMENTS

- Appointments are normally made at 10 - 15 minute intervals, with some spaces kept aside for patients with urgent issues. Let us know if you need longer time to talk through more complex issues and for pap smears & skin checks.
- Online appointments are available either via our website or on your phone with APPOINTUIT, our new online system. You need to register just once, then have the convenience of making your appointments at any time.
- We do try to run on time; however we appreciate your consideration if an unexpected delay is experienced. You can help by making a separate appointment for each family member if more than one is to be seen by the doctor.
- To make an appointment, please phone or call in, and indicate whether the matter is urgent. Every effort is made to accommodate your preferred time and doctor where possible. New patient appointments will require a double booking, and patients are requested to arrive 10 mins prior.
- We understand that it is sometimes necessary to change your schedule. Out of consideration for others we kindly ask for you to give us as much notice as possible to allow others to access our services.
- Interpreter Services can be arranged if we are notified prior to your appointment, or call 131 450.
- Auslan bookings: 1800 24 69 45 or bookings@nabs.org.au
- Ask reception for additional languages spoken other than English or refer to website.

FEES

- Private fees apply on most occasions, with the exception of AGE PENSION & DVA CARDHOLDERS, fees are payable at time of consultation.
- A list of common fees is available at reception.
- Reduced fees apply to other Pensioners, Health Care Card & Commonwealth Seniors Card holders on presentation of your card prior to the consult.
- Cash, cheque, EFTPOS & credit card facilities are available, including AMEX.
- We use Medicare Easyclaim to allow you to have an instant rebate to your savings account.
- Sometimes you may be bulkbilled for a visit, when normally you are privately billed, or the reverse. This is because all fees are at the discretion of the treating doctor on a case-by-case basis.
- Some medicals e.g. pre-employment, insurance & legal purposes, and for commercial driver licences will not attract a medicare rebate, but may be tax deductible.

PRESCRIPTIONS

In the interests of good medical care, you will generally need to see the doctor in person regarding prescriptions. Prescriptions may be available outside consultation at the discretion of your doctor, however a \$10 administration fee may apply. **Please give us 24hrs notice.**

REFERRALS

Doctors in this practice are competent at handling all the common health problems. When necessary, they may need to refer you to specialists for further investigation. You can discuss this openly with your doctor. All requests for referrals require an appointment. If you have misplaced your referral, or the specialist requests us to fax a new referral, an administration fee of \$10 will apply. **N.B Referrals cannot be back dated.**

INFECTIOUS DISEASES

If you believe you may have an infectious disease, please advise our staff, who will arrange to protect others by placing you more safely in another room.

PATIENT TEST RESULTS

Your doctor will advise when they expect the results to be available. Our doctors believe that if a test is worth doing, then it is worth the patient attending for the result. This reduces any misinterpretation and allows further management of the problem.

X-RAYS

You will need to see your doctor for x-ray results. For Medico-legal & privacy reasons we don't accept x-rays for delivery to the practice. The reports are downloaded electronically into our computer system; however patients need to keep their films for future comparison.

HOME VISITS

Home visits, for regular patients of this practice living in the local area, may be available at the doctor's discretion, if you are too sick to come to the surgery.

TELEPHONING A DOCTOR DIRECT

Doctors in this practice may be contacted during their normal rostered hours. Unless you have a medical emergency, the receptionist will take a message and advise you when the doctor is likely to return your call. However, most problems are best dealt with in person during consultation.

EMAIL

Email communication for personal health opinions, or requests for scripts/referrals is not appropriate. You will need to see your doctor in person for these. Email may be used to update your contact details.

AFTER HOURS

For after hours services ring – National Home Doctor, Ph 13 SICK or 13 74 25, Wesley Emergency Centre 3232 7333 or the local public hospitals.

STAFF QUALIFICATIONS

- All our doctors have satisfied the training requirements of the Royal Australian College of General Practitioners and are on the Vocational Register of General Practitioners. In addition, several doctors have completed a post-graduate fellowship examination in general practice. We have a commitment to quality general practice and to continuing medical education
- We have two registered nurses. All of our receptionists have been trained in assisting people and will help you if you are ill or concerned. They are also able to assist general non-medical enquiries about the Australian Health Care System.

OUR FACILITIES

- Our new rooms have a special play area in the waiting room to make your family feel at home.
- Toilets and baby change facilities are located outside the practice on the 1st Floor.
- Breast feeding areas can be provided on request.
- There is lift access to our premises to enable wheelchairs and other aids.

STERILISATION AND SAFETY

This practice has Australian Standards Autoclave facilities for safe sterilisation of all instruments used in procedures. All electrical equipment is maintained and serviced regularly.

RECALL & REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our recall and reminder system. We may issue you with a reminder letter from time to time, offering you preventative health services appropriate to your care. If you do not wish to participate in this system, please let your doctor, nurse or receptionist know.

FEEDBACK

We strive to achieve the highest level of service, however if you are dissatisfied with any aspect of your care please feel free to discuss with the GP or Practice Manager, or contact the Office of the Health Ombudsman - Ph 133 646.

PRIVACY IN OUR MEDICAL PRACTICE

We value the doctor-patient relationship. Patient privacy is vital to such a relationship. Our Privacy Policy is available on our website at www.gracevillemedical.com.au or at reception. It is reviewed at regular intervals. Patients who wish to look at their information held by this practice or who have other queries about privacy of information are welcome to discuss these matters with their treating doctors or the manager.