



Patient Information Leaflet

Our Aim

Let's rethink general practice. What is it that makes Health on Central unique?

It's old school. It's about relationships, a culture of learning and teaching.

So, we don't over complicate it.

Our Clinical Team	Our Clinical Support Team
Dr Nicole Higgins MBBS FRACGP DRANZCOG Dr Mark Raines BMBS FRACGP FARGP DRANZCOG (adv) BPharm Dr Samia Haider MBBS Dr Emma Sedlacek MBBS Dr Rebecca Perks MBBS FRACGP DCH Dr Helen Hawkins MBBS MHST DRANZCOG Dr Kerry Summerscales CSM BMBS FRACGP BSci-Path Natalie Tibbles RN Bobbie Myers RN Bianca Stevenson AIN	Kelly Novosel BBus(Acc) Manager Janine MacDonald Administration Denise du Plessis Administration Sophie Wilson

Practice Opening Hours

Monday to Friday - 8.00am – 5.20pm

Booking an Appointment with us

Our practice operates on an appointment basis. Standard consultations are 20 mins. We offer an online booking system, this can be accessed via our website or from your mobile device, and is available 24 hours a day, 7 days a week. You can download the "Hot Doc App" for iPhone and Android from iTunes or Google Play. Alternatively, you can call our staff on 07 4955 0555 to make an appointment.

Consultations

Our practice caters for urgent, non- urgent, complex care, Planned chronic disease management, preventative health and longer consultations. Home visits are available for palliative care, nursing home patients or for unwell patients at Doctors discretion. We will always see sick children on the day.



Consultation fees

We are a private billing practice and therefore you will need to pay for your consultation on the day you attend our practice. GP Management plans are bulk billed for Chronic Disease. Long appointments are available on request

Consult Type	Adult Fee	Aged Pensioner Fee	Medicare Rebate
Standard Consultations (5-20 min)	\$82.60 (\$45 out of pocket)	\$62.60 (\$25 out of pocket)	\$37.60
Long Consultations (20-40 min)	\$117.80(\$45 out of pocket) \$126.70(\$55 out of pocket)	\$97.80 (\$25 out of pocket) \$106.70 (\$35 out of pocket)	\$72.80

Department of Veterans Affairs card holders and Children 0-12 years are bulk billed. For more detailed information regarding consultations please contact our reception team.

We know your busy!! We encourage patients to phone ahead of their appointment time to make sure the doctor is running to schedule. Priority will always be given to emergencies and our reception team will attempt to contact you if there are any unforeseen events that may affect your appointment time.

Minor Procedures & Wound Management

Where the doctor performs minor procedures or post -procedure follow up you may incur a gap and a consumable fee to assist with the cost of surgical consumables such as wound dressings, suture materials and local anaesthetic.

After Hours

Outside normal consultation hours and weekends please call the Mater After Hours Service on 07 4965 5444 for any medical attention.

Emergencies

Please dial 000 or attend the nearest hospital in an emergency. The nearest hospitals to our practice are Mater Misericordiae Hospital, 76 Willett's Road North Mackay (Private Hospital) or Mackay Base Hospital 475 Bridge Road Mackay (Public Hospital).

Prescription, Referrals and Forms

For new patients, an appointment with the doctor is required for all prescriptions, Referrals and Forms. For existing patients, repeat scripts and continuing referrals can be ordered through our Hot Docs app or by attending for an appointment. A fee applies. Script Clinic is held from 8 - 8.30 am for regular scripts of regular patients if they have been recently reviewed by their GP. All forms that need to be filled requires an appointment.

Telephone Policy

Most issues are best dealt with in consultation with your doctor. Please inform our reception staff if your call is urgent. Your call will be transferred to our Nursing staff for triaging and your usual Doctor will be notified. Nurses are available for phone calls between 1-2pm every day for results.

Telephone Interpreter and National Relay Service

If you or a family member requires an interpreter, please advise our reception staff when making the appointment. We use Telephone Interpreter Service (TIS) 1300 131 450 for patients from non-English speaking backgrounds. We also use National Relay Service for patients with a hearing impairment.



Investigation/Test Results

All results are viewed by the treating doctor. We use an SMS service to advise you if you need to see a doctor about your test results. We ask that patients follow up results with a GP appointment when required.

Recalls and Reminders

We use both phone calls and SMS service to let you know when you need to attend for a re-occurring test or a follow up appointment. These reminders may be for a care plan/review, immunisation, PAP Smear or for a follow up for a medical condition. You may also opt in to be part of the National Cervical Screening Test or Bowel Screen Registers.

Patient Feedback and Complaints

We may invite patients to complete questionnaires from time to time in relation to our practice and services, and how you think we can improve. These surveys are confidential and assist us to continually improve our practice. However, if you have any concerns or suggestions please feel free to contact our practice manager. The Office of the Health Ombudsman can be contacted on 133646 or <http://www.oho.qld.gov.au/>

Patient Privacy and Complaint Handling

For information on how we collect, use, hold and share your personal information please visit our website www.healthoncentral.com.au and download a copy our Privacy Policy under the "Forms" tab. You can also collect a copy from reception. For complaints please speak to our manager or refer to our website for further information.

Access and Parking

Free Parking for our patients is available at the front of our Practice. Our practice has been designed for wheelchair access via our front entrance.

We look forward to welcoming you to Health on Central Mackay.