

**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 Rebecca Perks MBBS FRACGP DCH Dr Helen Hawkins MBBS MHST DRANZCOG Dr Kerry Summerscales CSM BMBS FRACGP BSci-Path Dr Kristiana Pederick MBBS FRACGP Dr Kate Bialy MBBS FRACGP Dr Avinash Bangarpet Krishnamurthy MBBS Dr Sarah Zatta MBBS Dr Htet Shwe Yee Win Naing MBBS Tess Jenkins RN Zoe Barnes RN Britney Reece RN | Candice Blechynden [Practice Manager] Megan Lorraway [Practice Support] Deborah Rutherford [Administration] Janine MacDonald [Administration] Karin Sammut [Administration] Tina Schalcher [Administration] Jackie Pitt [Administration] |

Practice Opening Hours

Monday to Friday - 8.15am – 5.00pm

Booking an Appointment with us

Our practice operates on an appointment basis. Standard consultations are 20 mins. We offer an online booking system,



AutoMed Systems

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 "AutoMed 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) | \$92.85 (\$50 out of pocket) | \$67.85 (\$25 out of pocket) | \$42.85 |
| Long Consultations (20min plus) | \$132.90 (\$50 out of pocket) \$197.15 (\$75 out of pocket) | \$107.90 (\$25 out of pocket) \$147.15 (\$25 out of pocket) | \$82.90 \$122.15 |

Department of Veterans Affairs card holders and Children 0-12 years are bulk billed.

Please note:

Dr Helen Hawkins does not bulk bill Children 0-12 years. At her discretion she may not apply the Aged Pensioner Fee.

For more detailed information regarding consultations please contact our reception team.

We know you're 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.

Patient Identification & Emergency Contact Details

We will confirm your identity, your contact details and emergency contact details at each encounter with the practice. This is to ensure your details are kept up-to-date and to help minimise the risk of errors.

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

Should you require any medical attention outside our normal consultation hours and on weekends please call:

House Call Doctor

P: 135566

W: www.housecalldoctor.com.au

Mater Mackay Emergency Care Centre

Mater Misericordiae Private Hospital

76 Willetts Road, North Mackay

P: 07 4965 5444

****Hours: 8am to 10pm, 7 days a week – no appointment or referral needed. Fees will apply****

Mackay Base Hospital

475 Bridge Road, Mackay

P: 07 4885 6000

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).

Walk ins.

Walk in patients are triaged as appropriate. Non-urgent walk-in patients are accepted if there is an available appointment or scheduled to when there is an appointment available.

Waiting Times

We have several measures to assist in streamlining the waiting room and improving patient flow. Please advise the length of appointment needed. Every effort is made to keep to appointment times, but this is sometimes not possible due to emergencies or consultations taking longer than expected.



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 AutoMed app or by attending for an appointment. A fee applies. Script Clinic is held from 8.20am – 8.50am for regular scripts of regular patients if they have been recently reviewed by their GP. This is a walk-in service offered daily and attendance is bulk billed. Any forms that need to be filled in require an appointment.

Communication Policy

There are multiple ways in which this practice communicates with patients and third parties – face to face, telephone, fax, or email are the most common.

Appointments: 07 4955 0555

26 Central Drive, Andergrove Qld 4740

Web: www.healthoncentral.com.au

After Hours: HCD 135566

MMECC 07 4965 5444

Telephone – Patients can contact the practice between 8:15am and 5:00pm Monday to Friday. Our reception staff may use a triage system to assess the urgency of the patients' needs and concerns. Our reception staff will also perform a three-point identifier check to ensure the correct patient file is matched to the patient on the phone. 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 pm - 2 pm every day for results.

When correspondence is received from other healthcare providers, it is directly imported into the patient's file and then sent through to the doctor to review. This includes results, emails and specialist letters. If the addressed doctor is not available and the correspondence is urgent, another doctor will review and action as necessary.

Email – email is not a secure form of communication and is not encouraged by Health on Central for this reason. If you do choose to contact the surgery via email, this is considered as patient consent for our staff to reply via email. Any documentation attached to an email will be password protected to ensure privacy. Our staff endeavour to respond to email messages within 24 hours.

SMS – SMS messages are sent to remind patients of scheduled appointments, health reminders and health recalls. Please make sure you update the practice if there is a change to your mobile number. Please let us know if you would like to be removed from the SMS list.

Post – for patients who have opted out of SMS, a letter may be sent regarding reminders or recalls. Letters received by the practice are scanned into the patient file and forwarded to the doctor to review.

Our website is updated regularly and contains the practice contact details, location, opening hours and information regarding fees and services offered. Our after-hours doctor service details are also available, as is online booking for the practitioners during office hours.

Cultural Background

We encourage you to advise us of your cultural background. This helps our practice to provide you with any resources that may be available to assist in your care.

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, Cervical Screening 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 visit <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.

Your medical record is a confidential document. The term 'medical record' refers to many types of health data and includes a patient's progress notes (handwritten or electronic), referral letters, specialist letters, hospital discharge summaries, pathology and radiology images and reports, other test results, videos, photographs, driver licence medicals, medical certificates and applications for disability certificates and medico-legal reports. It is our policy to maintain the security of your personal health information. Health on Central abides by the *Privacy Act 1988 incorporating 13 Australian Privacy Principles (APPs) and the relevant health records legislation*. Health on Central's Privacy Policy is available to view on our website www.healthoncentral.com.au.

For complaints, please speak to our practice manager or refer to our website for further information.

Request for Personal Health Information

Patients can access their health information. An appointment can be made with your doctor to discuss this request.

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.