

Code of Conduct

Help us make our Practice a safe place for everyone, where all parties treat each other with respect. Anyone who yells, makes inappropriate remarks or threatens the safety of others will be asked to leave.

Doctor of Choice: We recognise the value of the Doctor Patient relationship. Every effort is made to enable you to see the Doctor of your choice. There may be an occasion when you are seen by another Doctor in the Practice, our records support good communication to facilitate your care. Our Doctors practice ethically and independently.

Management of Patient Health Information

Your medical record is private and confidential. It is our policy to maintain the security of personal health information at all times.

My Health Record System Information: This Practice is proactive in electronic management of health and health related issues. **My Health Record** system is a secure online summary of your health information. You can control what goes into it, and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers. To register/access a **My Health Record** go to my.gov.au and follow directions.

Registrations may also be completed at this Practice.

Privacy & Confidentiality

The Practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the Practices policy to maintain security of your health records at all times in accordance with the Privacy Act 1988.

All Health Service Providers must comply with the Privacy Act 1988 (Commonwealth).

The Act incorporates Australian Privacy Principles (APPs) that set the rules for the handling of personal information. These Principles cover collection, use, storage and disclosure of information.

Fully informed and voluntary consent as to the above must be obtained before or as soon as practicable after the collection of Health Information. Information about a person's medical history is needed to assist in providing diagnosis and treatment. To ensure quality and continuity of care a Patient's health information may have to be shared with other health care providers.

There are circumstances where a Medical Practitioner is legally bound to disclose personal information. A request to view/amend your medical records or to obtain a copy should be discussed with your Doctor and put in writing.

Please do not hesitate to discuss any concerns you have about privacy related to your health information with your Doctor.

A copy of the Practices Privacy Policy can be obtained at reception.

Feedback

We invite your suggestions and appreciate your feedback. Periodically, patients will be asked to assist us by completing a confidential survey. You will not be required to provide a name. At any time, you can speak with our Practice Manager if you feel the service could be enhanced or anonymously drop a Feedback form/note in the Suggestion box provided in reception. All feedback or complaints are taken seriously as we rely on this information to improve our services to better meet your needs.

Complaints

The Practice Manager or doctor are available should you wish to speak with them about your concerns which will be attended to promptly. Alternatively, you can write or email your concerns and the Practice Manager will contact you as soon as practicable (within two weeks).

Email: practicemanager@biggendenmedicalcentre.com.au

If you wish to take any complaints further, you may contact:

Office of the Health Ombudsman

In writing to: Po Box 13281 George Street,
Brisbane Qld 4003

T: 133 OHO (133 646)

Fax: (07) 3319 6350

Email: info@oho.qld.gov.au

Website: <http://www.oho.qld.gov.au/contact-us/>

We ask everyone – when booking an appointment for yourself or a person in your care (ie phone, personally attend the Practice or online through HotDoc) to please ensure that Reception are informed immediately if you or the person in your care has any of the following:

- Fever?
- Rash?
- Cough?
- Diarrhea?
- Shortness of breath?
- Have been overseas recently?
- Have you or the person in your care recently had contact with an infectious disease?

Symptoms worsen since arriving at the Practice:
Should you or the person in your care - symptoms be worse than when you first arrived at the Practice please inform Reception immediately



57 Alice Street, Biggenden QLD 4621

T: 07 4127 1404

F: 07 4127 1697

Email: reception@biggendenmedicalcentre.com.au

Online appointment bookings now available at

www.biggendenmedicalcentre.com.au

Practice Hours

Monday to Friday 8.30am – 5.00pm

Saturday, Sunday and Public Holidays – closed

After hours

contact Biggenden Hospital on 07 4127 6400

In the case of an Emergency call 000

THE PRACTICE TEAM

DOCTORS

Dr Dani Buchanan

Dr Meg Hosken

DIETITIAN

Teonie Buchanan

PRACTICE REGISTERED NURSES

Denise, Hamish, Sue and Stephanie

ASSISTANT IN NURSING

Roz

SENIOR PRACTICE RECEPTIONIST'S

Kerrie and Angela

PRACTICE MANAGER

Dianne

Fees and Billing Arrangements

Biggenden Medical Centre is a bulk billing Practice

Upon arrival please bring your current Medicare, Centrelink or Veteran's Card with you on each visit. Please inform the Receptionist of any change of address and or phone numbers along with contact details for emergency contact person. For all new patients, we ask that you fill out our New Patient Registration Form. You may be asked to complete a patient details update form.

Private Consultations

Please be aware that, while consultations are bulk billed, not all services offered by this clinic are funded by Medicare. These services include, but are not limited to:

Employment Medicals, Commercial Drivers Licence, Aviation Licence and Insurance/Super Reports. A private fee will occur for these items, payable on the day of appointment.

Employment Medical – from \$150 + GST*

Commercial Drivers Licence – \$150 inc GST

Insurance/Super Forms – from \$200 + GST

*Additional charges for ECG, Spirometry and Drug screening tests.

Other services please check with Reception.

Accounts are to be settled as you leave the surgery. EFPTOS facilities are available.

Appointments

We now offer online appointment bookings, just go to our website and follow the prompts. A Standard appointment is 15 minutes, and this is where one problem is addressed. Please make an appointment for each family member.

A longer appointment may be required for: Procedures (excisions, sunspot removals etc), Multiple or complex concerns, Completion of forms or Mental health issues and counselling sessions.

Please inform our Receptionists, who are trained to assist you.

After the consultation please report to Reception

Cancellation of un-needed appointments is expected and much appreciated.

Medical Certificates are Legal Documents:

We require you to make an appointment to obtain these.

Specialists – Telehealth: The Practice works closely with both public and private specialist services and can arrange referrals or consultations using Tele-health Conferences to reduce the need for patients to travel. The Practice is also working towards visiting specialist services.

Emergencies are Assessed Promptly

Inform Reception if you are in pain or distress, have shortness of breath and/or chest pain, bleeding, if a rash is present or you have been in an accident prior to arriving.

Home Visits: are up to the discretion of the Doctor. They are only available to existing patients attending our clinic, who live locally to the Practice. Home visits are pre-arranged with the Doctors and are conducted during surgery hours, after hours house calls are available in some circumstances.

Results & Reports: Please make an appointment to obtain results and reports unless the Doctor instructs you otherwise. Reception staff cannot discuss specific results with you. **You will be contacted to book an appointment if results are considered clinically significant.**

Recalls & Reminders: The Practice has a system whereby Patients are contacted for follow-up and preventative health care activities. Our Practice participates in the National and State Reminder Registers. Please inform us if you wish to be excluded from these registers.

Phone Calls/Emails: Doctors can take calls/respond to emails when time permits. If the Doctor is not available an internal email will be sent, and your call/email will be returned as soon as possible. **Please inform us if the matter is urgent.**

CTG - Closing The Gap

Biggenden Medical Centre are registered for Closing the Gap services for Indigenous and Torres Strait Islander patients for the Indigenous Health Incentive and Pharmaceutical Benefits Scheme co-payment measure.

Building Access: A wheelchair is available. Wheelchairs can access the surgery via the Centre's ramp. A disabled toilet is available within the complex.

No Smoking

You will notice no smoking signs in our surgery, smoking on the premises is strictly prohibited.

Interpreter Services: the use of Qualified medical interpreters is our preferred choice when interpreting is required, and the use of family members/friends/bilingual staff members are only to be used in an emergency when a qualified medical interpreter is not available.

Services

- Ante-natal & post-natal checks
- Childhood immunisations
- Chronic disease management (including health checks, care planning, asthma management, diabetes care, heart disease and weight management)
- Contraception & family planning
- Contraceptive implant insertions and removals
- Drivers licence medicals
- ECG and respiratory assessment
- Family Medicine
- General family health
- Health Care Assessment & Management Plans
- Infant & Adolescent health
- Indigenous Health
- Joint Injections
- Liquid nitrogen freezing
- Microsuction for ear wax removal
- Minor surgical procedures and wound management
- Nutritional advice
- Pap smears
- Pathology collection
- Pre-employment/insurance medicals
- Pregnancy tests
- Preventative health checks
- Sexual health
- Skin checks and removal of moles and sunspots
- Skin cancer removal
- Travel vaccinations and advice
- Vaccinations
- Well woman & Well man checks

Visiting Specialists and Allied Health Professionals:

- Audiologist
- Child Health
- Diabetes Educator
- Dietitian
- Exercise Physiologist
- Mental Health Nurse
- Occupational Therapist
- Optometrist
- Podiatrist
- Psychologist
- Physiotherapist
- Speech Pathologist

All Specialists/ Health services require a referral from your Doctor