



Slade Point Medical Centre

Shop 12/1 Finch Street

Slade Point QLD 4740

Phone: 4955 2300

Patient Information Sheet

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

History

The Practice commenced in 2000 with 3 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 our patients with respect.

Doctors

- Dr Vishwa Bhartiya
- Dr Murshed Khan
- Dr Malinda Leary
- Dr Ross McKenzie
- Dr Mandeep Mahal



Nurses

- Registered Nurses

Judy, Melissa & Jodie

Admin Staff

- Practice Manager
- Receptionists

Samantha Haynes
Kylie, Cassandra,
Kate, Zee & Sam

Practice Hours (by appointment only)

- Monday to Friday 8am – 5pm
- Saturday and Sunday 10am – 2pm

Receiving & Returning Telephone calls

It is a policy that our reception staff will take a message on your behalf and forward it to the GP. The GP will then make the decision to return this phone call or ask the reception staff or Practice Manager to phone you on their behalf.

Smoking Policy

Slade Point Medical Centre is a Non Smoking Surgery.

Appointments

Appointments can be made at the reception desk, via Health Engine or by phoning the surgery on **4955 2300**. Slade Point Medical Centre is an extremely popular and busy practice, but we assure you we will do our best to get you seen by a GP as soon as possible.

Patients are allocated 10 minutes for an appointment, if you feel you will require longer than 10 minutes, please let the reception staff know when booking your appointment. When booking in for the whole family, individual appointments are to be made for each family member who is planning on seeing the GP.

If you are unable to attend your appointment, please phone the practice to cancel or reschedule. Please try to give the practice at least an hours' notice if you are going to be cancelling or rescheduling your appointment for the day as this will allow your appointment time to be allocated to another patient. If you fail to attend your appointment for the day, there will be a \$20 cancellation fee owing at your next appointment.

Fees

We are a Mixed Billing Practice. To be eligible to be Bulk Billed you will need to show proof of being on a Centrelink Health Care Card or Pension Card. All children under 16 are Bulk Billed. Whilst we are a Mixed Billing Practice there are some items that are not covered under the Medical Benefits Scheme such as Private and



Commercial Drivers Licence, minor procedures or certain vaccinations. You will be advised of any fees in advance. Your Medicare card will be validated online at each visit.

General consultations Monday – Friday and Saturday until 1pm cost between \$90 and \$120 per visit and a Medicare Rebate is available straight away. After 1pm on a Saturday and all day Sunday a consultation will cost between \$110 and \$130 per visit and a Medicare Rebate is also available straight away. Please be aware that the Medicare Rebate needs to go onto your Savings or Cheque account which is linked to your Medicare card.

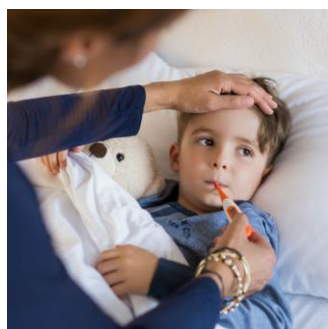
After Hours Service

If you urgently require service outside our practice hours, please call the surgery on **49552 300** for further information.

Alternatively patients may attend Mackay Base Hospital after hours.

The hospital will keep your GP informed of the

treatment they have provided to you. Also, you can call the local House Call Dr which is a Bulk Billing after hours service on **13 55 66**.



Services Available

- Family planning
- Immunisations
- Minor Procedures:

Suturing cuts, removal of moles and sunspots, liquid nitrogen (cryo therapy) for sunspots and warts

- ECG: Heart Check
- Healthy Heart Check, 75+ Health Check, 45-49 Health Check, Closing the Gap Health Check
- Pap Smears
- Spirometry (lung function test)
- Ear Syringing
- Newborn Checks and Shared Ante-natal care
- Care Plans
- Driving Medicals
- Pre-Employment Medicals

Home and Other Visits

Home visits are available through the Surgery where clinically appropriate.

Recall/Reminder System

As part of our ongoing care, we provide a reminder service to our patients regarding upcoming immunisations, pap smears, general health check-ups and any other reminders set by the GP that are due.

Medical Records

There is a transfer fee of \$30.00 for medical records sent to another practice. If you are needing the medical records for your entire immediate family transferred there will be a fee of \$60.00.

Test Results

A follow up appointment in is required to obtain your tests results.

Repeat Prescriptions

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

Vaccine Purchases

We encourage patients to give the Receptionist any purchased immunisations immediately upon arrival prior to consultation to maintain correct storage temperature.

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.

Your Rights

Your concerns are important to us. Please feel free to talk to your GP, the Reception staff 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 Health Rights Commission at GPO Box 3089, Brisbane Qld 4001, or free call number 1800 077 308