

Services

- General medical care for all ages
- Family Medicine
- Accidents & Emergencies
- Minor surgical procedures
- Antenatal Care
- Family Planning Advice
- Disease Prevention
- Travel Medicine & Vaccinations
- Child & Adolescent Health
- Chronic Disease Management

Interpreter Services

For the Hearing Impaired and Non-English speaking patients. Please advise reception staff at time of booking consultation if you require these services.

- National Auslan Interpreter Booking Service
- Translating and Interpreting Service TIS National

We have toilet facilities available, Should you have any special needs, please do not hesitate to discuss with the staff.

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times. Medical information is only available to authorised members of staff involved directly with your care. Access to personal health records is available upon request with approval from your treating GP. Our practice has access to and can assist with registration in the My Health Record system.

Change of Personal Particulars

Please notify our receptionist of any changes to your personal particulars – address, phone numbers, marital status and any other relevant details.

Patient Feedback

We are constantly striving to improve the quality and service to our patients. We value your input and any suggestions you may have that could assist us in enhancing the quality of our services. If you have any suggestions, please do not hesitate to speak to one of our friendly reception staff or Practice Manager.

Your Rights

Please find following contact details for the formal complaint bodies for Queensland.

QUEENSLAND

Office of the Health Ombudsman
PO BOX 13281
GEORGE STREET
BRISBANE QLD 4003
133 646
www.hqcc.qld.gov.au



No Smoking

No Smoking is allowed in the building or within 5 meters of our boundary.

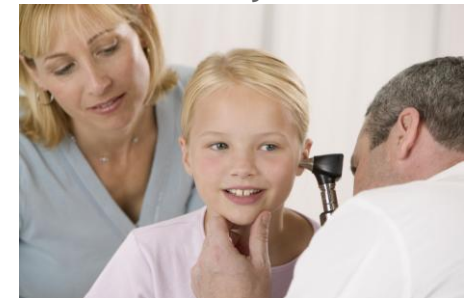


Dr Nikki Twomey Dr Melissa Fry
Dr Finau Kaitu'u Dr Jennifer Duncombe
Dr Tom Donohoe Dr Brian Donohoe
Dr Colin Chow Dr Mira Hedges

**Stafford City Shopping Centre
Shop 93/400 Stafford Road
Stafford QLD 4053**

General information for patients

Tel: 07 3356 7744 Fax: 07 3356 7485
www.staffordcitydoctors.com.au



**It is our great pleasure to welcome you to
Stafford City Doctors.**

**Our mission is to provide all patients with the
best available healthcare and ensure they are
respected and valued at all times.**

The Practice Vision

“To provide the highest quality care and service to ensure the health of our patients”

Practice Hours (by appointment)

Monday to Friday: 8am – 5:30pm
Saturday: 8:30am – 12:00pm
Sunday: Closed
Public Holidays: Closed

Appointments

Please phone (07) 3356 7744 for an appointment. Every effort will be made to accommodate your preferred time and GP. Bookings can be made online at our website. Longer consultation times are available. Please ask our receptionist if you require an extended consultation. One appointment is required for **each** family member.

In case of an accident or emergency, please do not hesitate to phone reception and an urgent appointment will be arranged.

Consultation & Procedural Payments

Fees are payable at the time of consultation by cash, EFTPOS, Mastercard, Visa and cheque.

We are a mixed billing practice. Aged Pensioners (over 65 years) will be bulk billed by most doctors. Health Care card holders & other Concession Card holders will be given a discounted fee.

Fees as follows:

Level B – Standard Consultation - \$75.00

Level C – Long Consultation - \$110.00

Saturday Fee: Please see reception staff.

Please be advised additional fees may be applicable due to treatments required.

Referred investigations may incur additional costs. Please check with the provider prior to booking appointment. **We do not give accounts.**

Save time with TYRO online

When you pay for your consultation, you can choose to have the Medicare benefit paid directly into your nominated bank account by electronic funds transfer (EFT). To have your rebate paid this way you will need to have your current Medicare card and EFTPOS card on hand. Ask at reception for further details.

Emergencies and Delays

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.



After Hours Care and Home Visits

For urgent medical attention please telephone 000

This practice provides 24 Hours care to its patients using National Home Doctors Service as our deputising service. If you require urgent care outside the normal practice opening hours please call National Home Doctor Service on 137 425.

This practice provides a home visiting service to patients who reside in the local area and are regular patients of the practice. This service is to provide care to patients who are too sick or infirm to attend the surgery and in emergencies.

These visits will be carried out at a convenient time as arranged with the treating Doctor. In this instance, discuss your request with our reception staff.

Telephone Calls

Telephone interruptions to our Doctors are only for emergencies. However, if you would like to leave a message with our receptionist, we will arrange with the Doctor to return your call at their earliest convenience. You may also ring to speak with our Registered Nurse regarding any health concerns.

Pathology Results

Your doctor will advise when they expect the results to arrive at the practice. Each doctor informs patients of results differently. Ask your doctor or receptionist to find out when and how test results are provided.

Reminder System

Our practice is committed to preventive care. Your doctor will seek your permission to be included on State and Territory registers as well as our own reminder and recall system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please inform your doctor or practice nurse.

Practice Nurses

Leah, Angela, Helen, Elise, Kathryn & Katherine

Practice Manager

Bec

Receptionists

Helen, Rachel, Taylor, Ros, Soraya & Annie