

Patient Information Sheet

Shop 8, 1 Santa Maria Court
Burleigh Waters QLD 4220
Phone: (07) 5568 6000
Fax: (07) 5568 6099

Practice Hours

| | |
|-------------------|---|
| Monday to Friday: | 8.00 am - 6.00 pm (Dr Cameron will consult from 7.30am) |
| Saturday | 9.00 am - 4.00 pm |
| Sunday | 9.00 am - 2.00 pm |
| Public Holidays: | CLOSED |

About Our Medical Centre

Eastbrooke Family Clinic Burleigh Waters is located at 8/1 Santa Maria Court, Burleigh Waters. The Centre provides patients a comprehensive medical destination which offers for your convenience, general practitioners, nurses, pharmacy, pathology, psychology, physiotherapy, dietetics, podiatry and exercise physiology.

The medical centre has a number of male and female GPs. Patients are able to visit doctors by appointment or walk in. Eastbrooke GPs have an interest in Men's, Women's and Children's health in addition to chronic disease management and preventative care. The centre is also equipped to deal with work based injuries and return to work programs. The centre is open 7 days a week.

Our treatment room is staffed with Practice Nurses with many years of practice nursing experience. We also have a number of allied health providers including a dietitian on site.

Appointments with your Doctor

Please ring (07) 5568 6000 for an appointment. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 15-minute intervals. 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. Longer consultation times are available so please ask our receptionists if you require some extra time.

If you or a family member require an interpreter we can organise this for you. Please let us know when you make an appointment.

Online Appointment Bookings

If you are already a patient of the Eastbrooke Family Clinic Burleigh Waters you can use our online booking service 24 hours a day through our website: www.eastbrookemedical.com.au

Fees and Billing Arrangements

Universal bulk-billing is not financially viable and would mean this practice could not provide quality service. However, we may use bulk-billing and concession fees to aid the disadvantage, multiple family consultations or prolonged treatment programs and children under 16 years. Procedures may incur higher or different fees. We accept cash, EFTPOS, Mastercard and Visa credit cards.

There are some consultations that cannot be bulk billed and these include such things as:

- Workers Compensation
- Pre-Placement Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare /Veterans Affairs
- Some consultation fee below:

| | Private | Concession | Rebate (Medicare) |
|--|----------|------------|-------------------|
| Standard Consultation (up to 15 minutes) | \$76.00 | \$61.00 | \$37.60 |
| Dr Spooner standard consultation | \$76.00 | \$61.00 | \$21.00 |
| Dr Cameron standard consultation | \$80.00 | \$55.00 | \$37.60 |
| Long Consultation (over 20 minutes) | \$116.00 | \$101.00 | \$72.80 |
| Dr Spooner long consultation | \$116.00 | \$101.00 | \$38.00 |
| Dr Cameron long consultation | \$140.00 | \$95.00 | \$72.80 |
| Prolonged Consultation (over 40mins) | \$140.00 | \$125.00 | \$107.15 |
| Dr Blum prolonged consultation | \$180.00 | \$165.00 | \$107.15 |
| Weekends STANDARD Consult: | \$91.00 | \$76.00 | \$49.00 |
| Weekends LONG Consult: | \$136.00 | \$106.00 | \$83.95 |

*Additional charges may be incurred for any procedures and treatment room expenses

After Hours

If medical attention is required outside operating hours, a telephone call to the Medical Centre on (07) 5568 6000 will put you in contact with our after hours care we have organised with National Home Doctor Service who are an accredited medical deputising service.

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the Medical Centre. Please discuss fees and billing arrangements with your doctor.

Telephone Access

Doctors in the Medical Centre may be contacted during normal operating hours. If the doctor is with a patient, the reception staff will take a detailed message and forward this onto the doctor as soon as possible.

In an emergency, your call will always be put through to either the doctor or nurse.

Parking and Disabled Access

Ample car parking is available nearby with separate parking bays allocated to our disabled patients.

Your Feedback, Quality and Improvement

We have a feedback form and box located on the reception desk for patients to provide feedback. We take your feedback very seriously and will try to improve on any recommendations made from our patients.

Reminders System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder 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 let your doctor know. We also participate in the State/Territory reminder system.

Results

If your Doctor has requested any tests such as X-Ray or Pathology we strongly advise you to come back and discuss your results with your Doctor.

Minor Operations

In addition to standard Medical Centre service, we also offer a range of minor operations including diathermy, cryotherapy, suture, lacerations and minor surgery. All of our surgical instruments are sterilised to prevent cross infection.

Medical Records and Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and ensure this information is only available to authorised members of staff.

Eastbrooke Family Clinic Burleigh Waters complies with the Privacy Act 1988 including the way we collect, store, use and disclose health information. For more information, please ask for a copy of our Privacy Policy Statement at reception. Should you require access to your medical information held by this centre please discuss this with your Doctor or the Practice Manager.

Your Rights

If you have a problem with any aspect of the service you receive at our medical centre we are keen to hear about it. We take your concerns, suggestions and complaints seriously. Please speak to the Practice Manager or your doctor to discuss your concerns. If you prefer to write to us please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Centre. However, if you feel the need to discuss a matter outside of the Medical Centre, you may contact the Health Care Complaints Commission.

The contact details are:

Office of the Health Ombudsman
PO Box 13281 George Street
Brisbane QLD 4003

This practice has a no smoking policy.
