



Patient Information Sheet

Locations

19 Palmer Street

NORTH MACKAY QLD 4740

Phone (07) 4944 9500

Fax (07) 4957 4525

328 Bridge Road

WEST MACKAY QLD 4740

Phone (07) 4944 9500

Fax (07) 4957 6440

Hours of Business

Monday - Friday: 8:00am – 5:30pm

Saturday: Closed

Sunday: Closed

Public Holidays: Closed

About Our Medical Centre

Eastbrooke Ambrose Medical Group (originally known as Ambrose Medical Group) has been practicing since 1976. Since that time, it has grown to represent one of the largest practices in the region.

The guiding philosophy of the practice has always been the quality of our patient care, and although medicine has changed, this remains our guiding principal.

Professional care of family and individuals is our mission and by attention to detail, listening to patients and adherence to the highest professional standards, we aim to ensure that the Eastbrooke Ambrose Medical Group's traditions are upheld.

Appointments with your Doctor

Please phone (07) 4944 9500 for an appointment at either surgery. Longer consultations are available on request. Patients attending without a booking will be seen by a Doctor at the earliest available time. Urgent medical problems will always be dealt with promptly.



Fees and Billing arrangements

The GP's at this practice privately bill consultations which will incur some out of pocket expenses. There will be no charge for Veterans Affairs cardholders as they are bulk billed, so please present your card on arrival for your visit. Pensioners and Health Care Card holders may be bulk billed at the discretion of the Doctor.

Consultation Charges

Short Consultation	\$40.00 (Medicare Rebate \$16.95)
Standard Consultation	\$80.00 (Medicare Rebate \$37.05)
Long Consultation	\$105.00 (Medicare Rebate \$71.70)
Extended Consultation	\$165.00 (Medicare Rebate \$105.55)

Payment is required at the time of consultation. We accept Cash, Eftpos, Visa and MasterCard credit cards. If your details are registered with Medicare we can lodge your claim electronically on your behalf. Medicare rebates generally take 24-48 hours to appear in your designated account.

If your Doctor is referring you elsewhere, please be aware that there may be additional fees involved.

After Hours Emergency

The Eastbrooke Ambrose Medical Group has a convenient after-hours surgery until 5:30pm.

After that time, all calls should be made to the Mater After-Hours Facility (Ph. 07 4965 5444). This also applies to weekends and public holidays after the surgery hours quoted.

Dial –A-Doctor is also a convenient after hours in home option – please call 13 99 99.

Interpreting Service

Our practice provides an interpreting service. If you need an interpreter please advise our friendly Reception Team.

Home Visits

Our practice provides a house call service if necessary however this should be discussed further with your treating Doctor. Please contact (07)4944 9500.



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eastbrooke | *Medical Group*

PO Box 3034, NORTH MACKAY QLD 4740

Telephone (07) 4944 9500

Facsimile (07) 4957 4525

Referrals

Patients need to make an appointment with the Doctor's for referrals.

Repeat Prescriptions

If it has been more than 3 months since your last visit, or your condition needs review, you will be asked to make an appointment for a repeat prescription. You may be charged for over the counter prescriptions.

Telephone Access

Patients of this practice are able to obtain information or advice related to their clinical care by telephone, in a situation where the Doctor determines that this is clinically safe and that a face-to face consultation is unnecessary.

Your Doctor is available take your phone calls - if, however, they are unavailable at the time of your call they will endeavor to return your call as soon as possible. Please call the switchboard on (07)4944 9500.

Parking and Disabled Access

Ample off street car parking is available nearby at both sites.

Your Feedback, Quality and Improvement

We have a feedback form and box located on the reception desk for patients to provide feedback. We welcome your feedback as it helps us our service to you.

Reminder 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 or our reception team know.



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Results

If your doctor has requested any tests such as X-Rays or Pathology the doctor will await the report and advise the Reception team on the actions required. Our reception team will contact you if the Doctor is wanting to see you to discuss the results or if 'no action' is required, meaning the Doctor has no concerns regarding the results. The Doctor or Reception staff will guide you on when the results may be available. Patients are most welcome to phone the Practice to check or enquire on their results. Please note, 3 points of Identification will be requested from staff to protect patient privacy. Patient information will not be disclosed to any other party unless we have written consent. ***Due to the highly confidential nature of patient information, this Practice does not email any medical results or patient information.***

Medical Records and Privacy

Your medical record is a highly 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 Ambrose Medical Centre complies with the Privacy Act 1988 and the Australian Privacy Principles 2014 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 on (07) 4944 9500.

Your Rights

If you have a problem with any aspect of the service you receive at our medical practices 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 Practice. However, if you feel the need to discuss a matter outside of the Medical Practice, you may contact the Health Quality and Complaints Commission.

The contact details are **Health Quality and Complaints Commission**
GPO Box 3089
BRISBANE QLD 4740



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Minor Operations

In addition to standard Medical Practice service, we also offer a range of minor procedures such as implanon insertion/removal, cryotherapy and minor suture lacerations. All our surgical instruments are sterile.

Our Services

- General Practitioners
- ECG
- Women's Health
- Liquid Nitrogen
- Wound Care
- Q Fever & Yellow Fever Vaccinations
- Dive Medicals
- Lap Band Adjustments
- Travel Vaccinations and Advice
- Sports Medicine
- Family Planning
- Spirometry: lung test
- Minor Surgery
- Hearing Tests
- Allergy Testing
- Botox and Fillers
- Pre Employment Medicals
- Childhood Immunisations
- Children's Health Check

This Practice has a 'No Smoking' Policy



Our Doctors

Dr John P Mackintosh

General Practitioner

Credentials: MB, BS

Languages: English

Dr John Mackintosh graduated from University of Queensland in 1974. Dr Mackintosh has been with Ambrose Medical Group since 1981. Dr Mackintosh is available for consultations Monday to Friday mornings only.

Special Interests: Allergy Testing and Geriatric Care

Dr Richard Malone

General Practitioner

Credentials: MB, BS, DipRACOG, FRACGP, DipPHC, GAICD

Languages: English

Dr Richard Malone graduated from University of Queensland in 1985. After graduation he worked at the Royal Brisbane Hospital for 3 years. Dr Malone was instrumental in the establishment of our Bridge Road Practice and is available for consultations Monday to Thursday. Dr Malone has an interest in Sports Medicine and is a member of Sports Medicine Australia. He is also an approved Medical Provider for Rowing Australia.

Special Interests: Sports Medicine, Preventative Medicine and Geriatric Medicine.

Dr Chris Anderson

General Practitioner

Credentials: MB, BS

Languages: English

Dr Chris Anderson graduated from University of Queensland in 1979. After graduation he worked in various regional and rural locations while undertaking FMP training prior to locating in Mackay in 1983. Dr Anderson is available for consultations Monday to Thursday.

Special Interests: Family Medicine



Dr Zuzana Knopova

General Practitioner

Credentials: MB, BS, FRACGP, DRANZCOG

Languages: English and Czech

Dr Zuzana Knopova graduated from Charles University in 1974. After moving to Australia Dr Knopova studied at the University of Queensland and graduated in Medicine in 1989 for the second time. Dr Knopova is available for consultations on Monday to Thursday.

Special Interests: Nutrition, Weight Control, Skin Conditions, Healthy Ageing and Cosmetic Medicine.

Dr Tom Valena

General Practitioner

Credentials: MB, BS, FRACGP

Languages: English and Czech

Dr Tom Valena graduated from Charles University, Prague in 1977 and again from the University of Queensland in 1989. He joined our practice in 1999. Dr Valena is available for consultations Monday to Friday mornings and all day Thursday.

Special interests: Sports Medicine

Dr Rian De Waal

General Practitioner

Credentials: MB, ChB, CCFP, FRACGP ad EUNDUM Gradum

Languages: English

Dr Rian De Waal graduated from Pretoria University in 1989 and from the College of Family Physicians Canada in 2001. After graduation Dr De Waal immigrated to Australia and joined our practice in 2002. Dr De Waal is available for consultations on Wednesday to Friday and Tuesday afternoon.

Special Interests: Family Medicine



Dr Rob Green

General Practitioner

Credentials: MB, Ch B, Dip Obst, FRACGP, CIME

Languages: English

Dr Rob Green graduated from Sheffield University, United Kingdom in 1985. After graduation he worked in the United Kingdom, New Zealand and Australia before settling in Mackay in 1990. Dr Green is available for consultations on Monday, Tuesday, Wednesday and Friday.

Special interests: Work Injury Management and General Medicine.

Dr Damien Savige

General Practitioner

Credentials: MB, BS (Hon), FRACGP

Languages: English

Dr Damien Savige graduated from Monash University in 2002. After graduation he worked in Victoria for three years then moved to Queensland to work at the Mackay Base Hospital. Dr Savige is available for consultation Monday to Friday.

Special Interests: General Medicine and Skin Cancer

Dr Jenny Savige

General Practitioner

Credentials: MB, BS (Hon), DRANZCOG, FRACGP

Languages: English

Dr Jenny Savige graduated from Monash University in 2004. After graduation Dr Savige worked in Victoria and then moved to Queensland to work at the Mackay Base Hospital. Dr Savige joined our practice in 2008. Dr Savige is available for consultation on Monday, Tuesday and Friday.

Special Interests: Women and Children's Health