

# EASTBROOKE Ambrose Family Medical

## Patient Information Sheet

### Location

22 Wellington Street  
MACKAY QLD 4740



### Telephone Business Hours

(07) 4944 9500

### Fascimile

(07) 4944 9599

### Email

reception.mackay@eastbrookemedical.com.au

### Hours of Business

Monday - Friday	8:00am – 5:00pm
Saturday / Sunday	Closed
Public Holidays	Closed

### About Our Medical Centre

Eastbrooke Ambrose Family Medical (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 details, listening to patients and adherence to the highest professional standards, we aim to ensure that the Eastbrooke Ambrose Family Medical traditions are upheld.

### Appointments with your Doctor

Existing patients can use our online booking system on our website at [www.eastbrookemedical.com.au](http://www.eastbrookemedical.com.au) or new patients can ring (07) 4944 9500 for an appointment. 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 may 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. Please check with our friendly reception staff if any fees apply.

### **Consultation Charges** (as at 1/2/2021)

Short Consultation:	\$50.00	[Medicare Rebate \$17.75]
Standard Consultation:	\$85.00	[Medicare Rebate \$38.75]
Long Consultation:	\$130.00	[Medicare Rebate \$75.05]
Extended Consultation	\$170.00	[Medicare Rebate \$110.50]

Payment is required at the time of your consultation. We accept Cash, Eftpos, Visa and MasterCard credit cards. If your Doctor is referring you elsewhere, please be aware that there may be additional fee's involved.

### **After Hours Emergency**

The Eastbrooke Ambrose Family Medical has appointments available Monday-Friday until 5.00pm. After that time, all calls should be directed to the Mater After-Hours Facility (Ph. 07 4965 5444). This also applies to weekends and public holidays after the surgery hours quoted.

House Call Doctor is also a convenient after hours, in home option – please call 13 55 66.

***For URGENT Medical attention, patients should ring '000' immediately, or present to the Emergency Department at Mackay Base Hospital.***

### **Interpreting Service**

Our practice has access to interpreting services. If you need an interpreter please enquire at the reception desk or contact the below agencies:

National Relay Service: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service> (phone. 133677)

Translator & Interpreter Service: <https://www.tisnational.gov.au/> (phone. 1300 131 450)

National Auslan Booking Service: <https://www.nabs.org.au/>

### **Home Visits**

Our practice can provide a house call service if necessary. Please ring (07) 4944 9500.

### **Referrals**

Patients are required 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. It is important to note that not all prescriptions can be given without face-to-face consultation.

### **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 to 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 our reception staff on (07) 4944 9500.

### **Parking and Disabled Access**

Ample off street car parking is available including designated disabled carparks. Time limited street parking is also available.

### **Your Feedback, Quality and Improvement**

We have a feedback form and box located at 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. Feedback is also welcomed via email to [reception.mackay@eastbrookemedical.com.au](mailto:reception.mackay@eastbrookemedical.com.au) or face to face discussions with the Practice Manager.

### **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 or reception know.

### **Results**

If your doctor has requested any tests such as X-Rays or Pathology the doctor will read the report and then if he/she requires you to return to discuss these results the receptionist or doctor will contact you and ask you to come back in for another appointment. If you do not hear from the nurse or doctor then you are not required to come back in and the results were acceptable.

### **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 authorized members of staff.

Eastbrooke Medical Centres comply 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 our friendly reception team on (07) 4944 9500.

### **Your Rights**

If you have a problem with any aspect of the service you receive at our medical practice 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

**This practice has a no smoking policy.**

### **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 of our surgical instruments are sterile.

### **Our Services**

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

## Meet Our Doctors

### **Dr John Mackintosh (MB, BS)**

General Practitioner

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 mornings only Monday to Friday.

**Special Interests:** Geriatric Care

### **Dr Richard Malone (MB, BS, DipRACOG, FRACGP, DipPHC, GAICD)**

General Practitioner

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 Tuesdays, Wednesdays and Thursdays. 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 (MB, BS)**

General Practitioner

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 Mondays to Thursdays.

**Special Interests:** Family Medicine

### **Dr Rian De Waal (MB, ChB, CCFB, FRACGP and EUNDUM Gradum)**

General Practitioner

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 Tuesday mornings, Thursdays and Fridays. New patients are welcome.

**Special Interests:** Family Medicine

**Dr Damien Savige (MB, BS (Hon), FRACGP)**

General Practitioner

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 on Mondays, Wednesdays, Thursdays and Tuesday afternoons.

**Special Interests:** General Medicine and Skin Cancer

**Dr Jenny Savige (MB, BS (Hon), DRANZCOG, FRACGP)**

General Practitioner

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 Tuesdays, Wednesdays and Fridays.

**Special Interests:** Women and Children's Health