

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 or face to face discussions with the Practice Manager.

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 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

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, you may be asked to come back in for another appointment or telephone call to discuss these. It is always best practice to call to check your results.

Minor Operations

In addition to standard General 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

Family Planning
ECG
Spirometry: Lung test
Women's' and Men's' Health
Minor Surgery
Liquid Nitrogen for Cryotherapy/Excisions
Hearing Tests
Wound Care
Lap Band Adjustments
Dive Medicals
Childhood Immunisations
Travel Vaccinations and Advice
Children's Health Check
Sports Medicine
Q Fever & Yellow Fever Vaccinations
Pre-Employment Medicals
Skin checks
Health Assessments
Care Plans



Patient Information Brochure

**22 Wellington Street
MACKAY QLD 4740**

Contact

Ph: (07) 4944 9500 **Fax:** (07) 4944 9599
Email: reception.mackay@eastbrookemedical.com.au

Hours of Business

Monday - Friday	8:00am – 5:00pm
Saturday / Sunday	9amam – 12pm
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 principle.

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.

This Practice has a no smoking policy.

Appointments with your Doctor

New and existing patients can use our online booking system on our website at www.eastbrookemedical.com.au. You can still call (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 GPs at this Practice privately bill consultations which may incur some out-of-pocket expenses. Department of Veterans Affairs cardholders will be billed to DVA. Pensioners and Health Care Card holders may be bulk billed at the discretion of the Doctor. Please check with our friendly reception staff if fees apply.

Consultation Charges

Short Consultation: ‘	\$50.00 - Rebate \$17.90
Standard Consultation:	\$85.00 - Rebate \$39.10
Long Consultation:	\$130.00- Rebate \$75.75
Extended Consultation:	\$170.00 - Rebate \$111.50

Payment is required at the time of your consultation. We accept Cash, Eftpos, Visa and MasterCard. If your doctor is referring you elsewhere, please be aware that there may be additional fees involved.

Home Visits

Our Practice can provide a house call service if necessary. Please phone to check with your regular doctor (07) 4944 9500.

Referrals

Patients are required to make an appointment with the doctor all for referrals.

Interpreting Service

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

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

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.

After Hours Emergency

Please call House Call Doctor, a convenient after-hours, in-home option – call 13 55 66.

For URGENT Medical attention, please call ‘000’ immediately, or present to the Emergency Department at Mackay Base Hospital.

[Dr Richard Malone \(MB, BS, DipRACOG, FRACGP, DipPHC, GAICD\)](#)

Dr Malone was instrumental in the establishment of our Bridge Road Practice and is available for consultations Monday, Tuesday, Wednesday and Friday mornings, and all day on 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. **Existing patients only.**

Special Interests: Sports Medicine, Preventative and Geriatric Medicine.

[Dr Chris Anderson \(MB, BS\)](#)

Dr Anderson has been with the Practice since 1983. Dr Anderson is available for consultations Monday to Thursday.

Special Interests: Family Medicine. **Existing patients only.**

[Dr Rian De Waal \(MB, ChB, CCFB, FRACGP and EUNDUM Gradum\)](#)

TAKING NEW PATIENTS!

Dr De Waal immigrated to Australia and joined our Practice in 2002. Dr De Waal is available for consultations on Tuesday mornings, and all day on Thursdays and Fridays.

Special Interests: Family Medicine.

[Dr Damien Savage \(MB, BS \(Hon\), FRACGP\)](#)

After graduation he worked in Victoria for three years then moved to Queensland to work at the Mackay Base Hospital. Dr Savage is available for consultation on Mondays, Wednesdays, Thursdays and Tuesday afternoons. **Existing patients only.**

Special Interests: General Medicine and Skin Cancer

[Dr John McCormick \(MB Bch, FRACGP, FACRRM, Dch, DRCOG, DIMC\)](#)

TAKING NEW PATIENTS!

Dr John McCormick acquired extensive hospital experience in Ireland, Scotland, England & New Zealand. Experience Includes Emergency Medicine, Anesthetics, Cardiology, Pediatrics, Psychiatry, Obstetrics & Gynecology, Family Planning, Gerontology, General Medicine & General Surgery.

[Dr Vishnu Vasudevan \(MBBS, FRACGP\)](#)

TAKING NEW PATIENTS!

Dr Vishnu Vasudevan has experience across hospital emergency departments and General Practice settings in Queensland and enjoys working as a regional GP.

Special Interests: Men’s Health, Weight Management, Chronic Disease Management, Skin Cancer, Mental Health

[Dr Sri \(Srinivasan\) Thiagarajah \(BMedSc, MBBS\)](#)

TAKING NEW PATIENTS!

Dr Sri (Srinivasan) has worked in Emergency Departments in various regional and rural hospitals before working as a General Practitioner for the last ten years.

Special Interests: General Medicine, Children's Health, Geriatric Health, Chronic Disease Management.

[Dr Yoko Yamauchi \(MBBS, AMC, FRACGP\)](#)

TAKING NEW PATIENTS!

Dr Yoko immigrated to Australia in 2006 and worked at several hospitals and private clinics around the Sunshine Coast. Dr Yoko has an interest in all aspects of General Practice.